**DESERT COMMUNITY COLLEGE DISTRICT**


## INFORMATION SYSTEMS SUPPORT ASSISTANT


**BASIC FUNCTION**
Under the direction of the Dean, Information Systems and Educational Technology, to provide technical and end user support; to be responsible for a variety of complex and responsible clerical work; and to do related work as may be required.

**CLASS CHARACTERISTICS**
This is a single position classification reporting to the Dean, Information Systems and Educational Technology. It is responsible for performing a wide range of technical and secretarial duties relating to information systems.

**REPRESENTATIVE DUTIES**
1. Enter existing and new hardware and software inventory into District database; verify existing data by checking hardware and software and update changes in inventory; notify appropriate personnel regarding change in status of hardware and software; maintain spare parts inventory; create and print databases for inventory labels. *E*
2. Assist in creating, maintaining and revising documentation of programs and data files and procedures; organize documentation according to software programs; perform data entry; print out data elements, various fields in files and compile them; maintain edit tables. *E*
3. Maintain records of service orders, invoices by vendors and by product, warranty information and software licenses; serve as liaison between IS department and other District departments or divisions relative to placing of service orders, inventory and requisitions; maintain dollars spent by account number; maintain vendor catalogs and appropriate contact information. *E*
4. Download files and perform appropriate program data backups for safety; assist with mainframe and network backups; download files from administrative computer to PC format; assist with MIS submission; download video drivers, printer devices and peripherals from web sites; backup PC hard drives. *E*
5. Print standard reports, labels and rosters; assist with custom reports and special reports such as grade cards, transcripts or other relevant reports for decision-making; assist in hardware and software installation. *E*
6. Answer and log District "help" desk calls, providing minor troubleshooting over the telephone or route to appropriate IS person for assistance; answer general telephone calls for IS department; work with educational technology coordinator to assess training calls. *E*
7. Assist users one-on-one with administrative computer orientation training; compile and type training documentation . documentation. *E*
8. Replace miscellaneous computer supplies, such as batteries and ribbons; assist; assist in preventivein preventive maintenance and repair of hardware; perform virus checking; retrieve damaged files; coordinate service requests and route to appropriate IS person; maintain outstanding job requests and job order spreadsheet; communicate with appropriate division or department personnel with regard to status of job service requests. *E*
9. Transport backupsTransport backups weekly to bankto bank and retrieve as needed; transport hardware to vendorto vendor for repair; obtain return merchandise authorization (RMA) and coordinate with warehouse for return of equipment to vendor.

10. Type letters, memos and other documents or correspondence; take minutes at meetings; shred confidential printouts not needed; receive and distribute department mail; keep the IS area in good working condition; perform data entry;; coordinate activities with student workers; operate word processing equipment or computer terminals.

## EMPLOYMENT STANDARDS

### KNOWLEDGE AND ABILITIES
**Knowledge of:** software, including MS Windows, MS DOS and MS Office (Word, Access, Excel, Power Point) and virus and backup software; knowledge of hardware (micro computer architecture, micro computer components, printer components); data entry; collection and organization of pertinent data and information; documentation; correct English usage, grammar, spelling vocabulary and punctuation; filing systems; modern office methods and practices; receptionist and telephone techniques.

**Ability to:** Perform complex technical work relating to District hardware and software inventories and documentation of programs and data files; coordinate the purchase and repair of computer equipment; learn and apply new technologies; understand instructions on software such as backups and copying files; consolidate and print reports on hardware and software inventories and outstanding work orders; perform secretarial procedures; understand and carry out oral and written directions; communicate clearly orally and in writing; work effectively with minimum direct supervision; work cooperatively with those contacted in the course of work; operate a variety of general office machines including a computer and related software; make arithmetic calculations with speed and accuracy; input and receive data and information using a computer; type at a rate of 45 words per minute from clear copy; lift and/or move up to twenty-five (25) pounds.

### EDUCATION AND EXPERIENCE
**Education:** Graduation from high school or the equivalent with some college level coursework with a grade of "C" or better in computer information systems or related field.

**Experience:** Two (2) years experience working with computers, including knowledge of MS DOS, MS Windows and MS Office including Word, Access, Excel and PowerPoint, as well as virus and backup software and one (1) year office clerical experience including some public contact.

### DESIRABLE QUALIFICATIONS
Associate's degree in computer information systems or related field and experience with current desktop operating systems and a certificate in Microsoft.

### REQUIRED LICENSES AND/OR CERTIFICATES
Possession of a valid and appropriate California Driver's License.

### EMPLOYMENT STATUS
Bargaining Unit Position

**ISSA.DOC**
**RANGE 10**
**Adopted 6/98**
**Revised 11/04**