

## **DESERT COMMUNITY COLLEGE DISTRICT**

### **SYSTEMS SPECIALIST**

#### **BASIC FUNCTION**

Under the direction of the Chief Information Systems Officer/Director of Information Systems, provide technical support in the maintenance of the district's web and intranet sites; perform training of faculty and staff in web and other Information Systems functions; assist with database administration and reporting requirements; and provide back-up functions for Audio-Visual services.

#### **REPRESENTATIVE DUTIES**

Perform specialized duties associated with the maintenance of the district web and intranet sites; design and develop web pages using HTML, file conversion tools, animation tools, imaging tools, clip media and other technologies; and perform digital imaging and graphic production. *E*

Provide technical support to faculty and staff on hardware and software use; provide initial training to new users individually or in small groups; develop and update training materials for hardware and software; and present technology workshops as needed. *E*

Research, evaluate and test new hardware and software; identify potential conflicts with existing systems; and consult with vendors and manufacturers to resolve issues before instituting new hardware and software. *E*

Assist with County, State and Federal reporting requirements; assist faculty and staff to insure accuracy of data collection; train users on software; consult with agencies to determine up-to-date reporting requirements; and verify data submitted. *E*

Assist with database administration and development; communicate with users and assess needs; inform technical staff; collect data for programmer; and serve as liaison updating users concerning the progress of projects. *E*

Set up, configure and deliver computer systems and notebook computers; install operating systems and other district-supported software; and assist technical staff in maintaining and installing instructional labs. *E*

Provide backup support of audio/visual services including audio/video taping, editing and duplicating; receive and tape satellite broadcasts and cable transmissions; and route satellite broadcasts and cable transmissions to appropriate locations. *E*

Provide technical assistance for "help desk" inquiries; resolve minor troubleshooting over the telephone, in person or route to appropriate technical staff.

Perform related duties as assigned.

#### **KNOWLEDGE AND ABILITIES**

**Knowledge of:** Principles and techniques of software design, implementation, installation and configuration; hardware configuration and installation; data bases; web and intranet design including knowledge of HTML and Front Page; audio-visual operating systems and equipment; oral and written communication skills; and interpersonal skills using tact, patience and courtesy.

**Ability to:** Install, configure and test hardware and software; deliver technical training to individuals or small groups; learn and apply new technologies; convert documents to HTML format; operate a variety of equipment including media, audio and computer hardware; communicate effectively both orally and in writing to exchange information; establish and maintain cooperative and effective working relationships with others; understand and follow oral and written instructions; sit for extended periods of time.

**EDUCATION AND EXPERIENCE**

**Education:** Associate’s degree in computer science **OR** Bachelor’s degree in Computer Science **OR** an equivalent combination of education and experience which indicates possession of knowledge and skills required.

**Experience:** Three (3) years of experience in computer or related technology with an Associate’s degree **OR** one (1) year of experience with a Bachelor’s degree.

**Desirable:** Experience in web development/maintenance, systems analysis or providing technical training for users.

**WORKING CONDITIONS**

**Environment:** Office environment.

**EMPLOYMENT STATUS**

Bargaining Unit Position

E=Essential Functions