

COLLEGE OF THE SISKIYOU
Job Description

Job Title: Systems Support Specialist

FLSA: Exempt

Group: Administrative Support/ Management **Job Schedule:** Admin Support/Management

Job Summary

Provides support for the District's Research office and for networks assisting the Network Administrator and other technology systems utilized by the District.

Essential Duties and Responsibilities include the following:

This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supports institutional research efforts in response to internal and external reporting requirements, including matriculation evaluation and accreditation.

Supports the collection, analysis and reporting of statistical data related to students, staff, faculty, and the community.

Utilizes campus data to compute and report performance indicators.

Supports existing and new systems that improve campus-wide access to data.

Prepares and maintains technical documentation for in-house computer programs.

Prepares ad hoc reports from District databases.

Provides support for strategic planning, accreditation, and decision making.

Processes confidential information including but not limited to the preparation of statistical reports for use in negotiations.

Assists, coordinates, and oversees the local-area and wide-area computer network system of the College.

Assists in monitoring and maintaining the infrastructure of the campus LAN/WAN environment.

Assists the Network Administrator in administering e-mail groups/accounts and domain accounts.

Assists the Network Administrator to install, upgrade, maintain, troubleshoot, and repair systems to include but not limited to: e-mail, backup, anti-virus, servers, firewalls, routers, and other network devices.

Assists in the installation, upgrade, maintenance, testing and repair of microcomputers and related peripheral equipment.

Performs related duties as assigned.

Employment Standards

The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

Principles and practices of Information Systems.
Data systems analysis and programming
Networking topologies. Network security.
Networking technology and equipment.
Community college regulations and practices.
PCs, Macs, and related software, including database and statistical software.

Ability to:

Communicate effectively verbally and in writing.
Operate a PC, Mac, and related software.
Organize, prioritize, and oversee a variety of tasks simultaneously.
Maintain effective working relationships with other people.

EDUCATION and/or EXPERIENCE

Any combination of education and experience that demonstrates possession of the requisite knowledge, skill and abilities. A typical way to obtain these would be:

Bachelor's Degree in Computer Information Systems and/or Computer Science and/or Computer Networking or equivalent . At least two (3) years experience in an Information Systems environment. At least three (3) years experience with database applications.

Preferred Qualifications : Certifications and/or Experience with Microsoft Access, Microsoft SQL Server, Oracle, Data Warehousing, Data Mining, Microsoft Server and Cisco networking devices.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The noise level in the work environment is usually quiet.

Specialist, Systems Support
Accepted: June 9, 2004