Southwest Technology Center
JOB DESCRIPTION

Job Title: Information Systems Specialist

Position: Full Time; Monday-Friday 8:00am - 4:30pm; twelve-month contract; salary commensurate with experience and qualifications; fully paid health insurance and retirement benefits.

Qualifications/Education: High School Diploma or GED required; Associates degree or Bachelor’s in Computer Science, Networking Technologies or related field preferred.

Special Knowledge, Skill, or Ability: Must have extensive knowledge in computers and related software. Must have extensive knowledge in various facets of telecommunications networking.

Training Experience Required: Minimum of 1-2 years’ experience in desktop computing and/or telecommunications networking implementation and troubleshooting.

Reports To: Director of IT

Position Summary:
The Information Services Specialist will be responsible for supporting the data, voice, and video network which includes Linux based, Windows, and Macintosh operating systems using TCP/IP; resolve network, operating system, and protocol problems; work with the director to ensure proper configuration of networked labs and Internet connections; develop, document, and maintain software and procedures for debugging network problems, maintain network topology documentation and TCP/IP addresses; will provide site-wide server support. This position will be responsible for supporting, deploying, and maintaining PC infrastructure on campus. This position will also assist in supporting campus telephony services, ensure electrical safety standards, set up equipment and connect online conferences and webinars, and conduct daily backup operations.

Performance Expectations: The incumbent/employee will be responsible to:

1. Resolve customer problems effectively
2. Utilize interpersonal skills, organize and set priorities, and work independently and constructively to maintain a smooth work flow despite frequent interruptions.
3. Exercise judgment in maintaining confidentiality of sensitive data, acting diplomatically, and allocating resources.
4. Manage resources with fiscal responsibility while maintaining proper accountability of records and needed documentation.
5. Manage information and communications with staff and public effectively.
6. Maintain Windows and Linux operating systems and applications software.
7. Resolve problems on software packages including word processors, spreadsheets, databases, and basic graphics software. Knowledge of at least one programming language is preferred.
8. Provide knowledge of personal computers including word processors, spreadsheets, databases, basic graphics software.

9. Have knowledge of Networking and Telecommunications technologies including TCP/IP and Windows.

10. Develop, document, and maintain software and procedures for debugging network problems.

11. Provide PC hardware, server and network maintenance

12. Provide network maintenance and support for the campus.

13. Provide support for telephony activities as needed.

14. Participate in the evaluation and selection of new technologies and participate in special projects in areas of personal expertise and apply initiative to establish and meet deadlines for assigned work.

15. Build substantial personal knowledge based on computing questions and developments in relevant technology in order to provide effective and efficient support for constituents on campus.

16. Contribute to the quality of technology center programs and will be involved in personal growth and development.

17. Develop, document, and maintain procedures providing security for campus network and computing resources.

18. Develop, document, and implement security training for campus network and computing resources.

**Additional Preferred Skills:**

1. Experience with routers, bridges and gateways.

2. Experience with Apple technologies including MAC computers, laptops, and Ipads.

3. Experience with the GSuite environment

**Job Goal (Purpose of Position):** Performs technical duties under minimal supervision to provide an effective reliable and secure networking environment for voice, video and data services. Provide PC hardware support as well as manage PC deployments. Works with computer services staff to ensure the college's mission is accomplished effectively.

An incumbent in this position will utilize discretion, ingenuity and independent judgment due to the complexity of the job.

**Contact with Others:** An incumbent in this position has regular contact with persons both inside and outside the technology center which requires tact, diplomacy, independent judgment, and problem solving.
**Essential Job Functions/Performance Responsibilities:**

1. Will work in conjunction with inventory clerk to maintain a current inventory of campus technology hardware and will provide updates as needed.

2. Maintain network topology documentation and TCP/IP addresses and will provide on an as needed basis updates to the Director of IT.

3. Maintain campus network security processes and provide training on an ongoing basis.

4. Provides continual coordination of status of projects and timelines to computer services staff.

5. Provides regular assessment of network performance to ensure highest quality of service possible to the campus community.

6. Troubleshoot desktop computer issues.

7. Deploy desktop computers to employees as well as maintain systems using replacement schedule.

8. Performs other duties as assigned.

**Physical/Mental Requirements and Working Conditions:** Other than those physical/mental requirements included in the essential functions:

1. Communicate on the telephone, through email and in person. Must be able to work with little supervision to accomplish goals of position.

2. Lift boxes containing networking equipment and computer components to various locations

3. Maintain inventory and location records of campus equipment.

4. Serve on campus committees to support various technology center functions.

5. Uphold and follow campus policies as outlined in Southwest Technology Center’s employee manual.

**EVALUATION:** Performance of this job will be evaluated in accordance with Board policy.