

PALOMAR COMMUNITY COLLEGE DISTRICT

CSIS SYSTEMS ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To oversee and coordinate the maintenance of the Computer Science & Information Systems (CSIS) laboratories for student use; to analyze laboratory needs and recommend updates of software and hardware components; and to perform a variety of technical and analytical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level teaching staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Serve as administrator for CSIS laboratories; perform various hardware and software installations, configurations, file system repairs and backups.
2. Troubleshoot hardware and software problems and network connections on laboratory computers including missing applications and corrupt files.
3. Analyze computer laboratory software and hardware needs for future curriculum; contact vendors and obtain quotes for hardware and software applications; advise faculty on hardware and software prices.
4. Instruct students and faculty on the use of applications and programming languages; debug student programming language assignments.
5. Create and maintain student and staff internet accounts; place appropriate files in home directories; configure and correct passwords; coordinate and set up accounts for e-mail.
6. Establish and maintain integrity and security of Local Area Networks (LAN); delete old files, clear old mail and delete system user accounts; run diagnostic software for LAN analyses.
7. Participate in the selection of laboratory assistants; create work schedules and sign time sheets; train assistants in software and hardware use, configuration of applications and provision of student assistance.

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8. Maintain inventory of hardware and software and site licenses for main campus and assigned education center(s); organize supply room for the CSIS program; order supplies as needed.
9. Create and distribute semester laboratory schedules for student use; maintain and update user manuals for students and staff.
10. Schedule routine cleaning and preventive maintenance of computers including monitors, keyboards and system units.
11. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of computer system applications and operations.
12. Receive and respond to phone calls and inquiries related to laboratory operations, services, schedules, policies and regulations.
13. Participate in the development and administration of the CSIS budget; forecast funds needed for software and hardware materials and supplies.

Marginal Functions:

1. Receive and process the necessary paper work involved in accepting laboratory donations.
2. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operational characteristics of computer systems and Local Area Networks.
Operational characteristics and services of a student computer laboratory.
Methods and techniques of software installation and configuration.
Methods and techniques used to troubleshoot hardware and software problems.
Various computer programming languages.
Principles and procedures of maintaining computer system integrity and security.
Routine preventive maintenance and cleaning techniques of computers and peripheral equipment.
Modern office procedures, methods and equipment including computers.
Basic principles and procedures of computer information systems training.

Ability to:

Oversee and coordinate the maintenance of the Computer Science & Information Systems (CSIS) laboratories.
Troubleshoot hardware and software problems.
Establish and maintain integrity and security of Local Area Networks.
Create and maintain student and staff internet accounts.
Instruct students and faculty on use of software applications and programming languages.
Analyze computer hardware and software needs and recommend solutions.
Create and distribute semester laboratory schedules.
Select and train laboratory assistants.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

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Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in the installation, operation and maintenance of local area networks or operation of computer science laboratory.

Training:

Equivalent to a Bachelors degree from an accredited college or university with major course work in computer science, information systems or a related field.

WORKING CONDITIONS

Environmental Conditions:

Computer laboratory; exposure to computer screens and radiant energy; extensive contact with students and faculty.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for moderate or light lifting; walking, standing or sitting for prolonged periods of time; operating computer equipment; extensive use of computer keyboard.