

PALOMAR COMMUNITY COLLEGE DISTRICT

INFORMATION SERVICES NETWORK ASSISTANT

*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 assist the Network Specialists in the day-to-day operations of the enterprise data communications network and devices; to perform a variety of technical tasks servicing the entire district in the installation and troubleshooting of networked devices, peripheral equipment and software applications; to provide technical support and respond to requests from District users regarding enterprise operations and procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives direction/supervision from the Information Services Manager of Network & Technical Services. Receives functional work flow from Helpdesk and Network Specialists.

ESSENTIAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Function:

1. Install and configure network devices and peripherals for both administrative and academic-labs: such as multi-platform computers, printers, scanners, digital cameras, and video equipment
2. Troubleshoot computer equipment and software problems; perform minor equipment maintenance and software modifications
3. Maintains software and hardware registration and inventory to provide upgrades as necessary and insure appropriate security levels are maintained
4. Assist with the planning and coordination of the purchase, installation and implementation of office automation hardware and software according to department standards and procedures
5. Assist with the creation and installation of computer images based on various requirements
6. Assist with disasters-recovery procedures
7. Assist with the installation, administration and maintenance of networking equipment including cabling, network interface cards, hubs, switches, and routers

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8. Assist with the monitoring of the LAN/WAN through the use of state-of-the-art utilities such as data scopes, sniffers, and programmable protocol analyzers
9. Assist with maintenance and monitoring of network security
10. Assist with the maintenance of e-mail services, including adding and deleting accounts
11. Assist with research on hardware and software for future needs and recommendations
12. Assist with the creation and installation of computer images for academic labs, based on various academic requirements
13. Support academic computer labs with the design, installation and maintenance of computers, peripherals, and educational software applications including specialized systems to meet ADA requirements
14. Assist with the network infrastructure for distance-learning technologies such as web-based on-line classes and video/audio streaming
15. Assist the testing of software compatibility with the network before release to the users
16. Assist with keeping the inventory database current
17. Develop web-sites for the use of automation of process and procedures
18. Write/code computer programs for the automation of new applications or procedures
19. Assist users with the proper use of computer equipment and software applications
20. Attend and participate in various staff meetings as required
21. Perform related duties and responsibilities as required

QUALIFICATIONS

Knowledge of:

- Computer terminology and principles
- Networking concepts and principles including Ethernet, TCP/IP, IPX/SPX, EtherTalk
- Operational characteristics of computer equipment and peripheral equipment on both PC and MAC platforms
- Operational characteristics of computer operating systems (OS) on both PC and MAC platforms including Microsoft, Apple, and Unix
- Operational characteristics of network operating systems (OS) on both PC and MAC platforms including Microsoft, Novell, and Unix
- Operational characteristics of computer software applications, such as word processors, spreadsheet applications, database applications, presentation applications, web applications, and various educational applications
- Methods and techniques for monitoring base-line performances
- Methods and techniques used in the installation and troubleshooting of software applications on computers in a network environment
- Methods and techniques for instructing the use of computer applications and procedures
- Imaging principles utilizing applications such as IC3 or Ghost
- Computer programming languages such as C/C++, Visual Basic, Java, HTML
- Documentation procedures and practices

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Ability to:

- Communicate clearly and concisely, both orally and in writing
- Operate a variety of diagnostic test equipment
- Perform a variety of technical tasks in the installation and troubleshooting of computer software applications and peripheral equipment
- Provide support and respond to requests and inquires from users regarding computer equipment and software applications
- Analyze software and hardware needs and recommend solutions
- 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

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:

Two to three years of increasingly responsible experience, within an enterprise environment, in the installation and troubleshooting of software applications and the installation and troubleshooting of multi-platform network client devices and peripheral equipment

Training:

Coursework leading to an AA degree in computer science/information systems or a related field and/or industry related training; or equivalent on-the-job experience

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; extensive contact with faculty, staff and students

Physical Conditions:

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