



COMPUTER SYSTEMS INTEGRATION SPECIALIST

SALARY GRADE: [C1-60](#)

DEFINITION:

Under the direction of an assigned supervisor, assure the reliable and efficient operation of desktop and laptop computers on a campus-wide basis in support of administrative and instructional programs. Serve as project lead or liaison for assigned projects. Evaluate software/hardware and determine which features can be used to support an environment that best meets the user's needs. Troubleshoot and diagnose routine and uncommon problems.

DISTINGUISHING CHARACTERISTICS:

Maintains desktop/laptop system configurations and troubleshoots and diagnoses routine and uncommon system problems. Serves in a lead capacity and performs skilled repair, maintenance and installation of servers, computers, and peripheral devices. Applies advanced skill and knowledge of complex desktops, laptops, and academic servers. Serves as project lead and/or liaison, coordinating with users while leading other staff. Maintains comprehensive view of the integration of desktops/laptops into District wide networked environment. Other responsibilities include, but are not limited to student pay for print solutions, student tracking systems, electronic time sheets, email, calendaring system, Banner (EIS system), and wireless network connectivity.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Assure the reliable and efficient operations of desktop and laptop computers on campus in support of administrative and instructional programs. Design and implement the layout of academic computing labs and provide a reliable and secure computing environment.
2. Diagnose and resolve desktop and laptop network problems; troubleshoot workstation connections; isolate software from hardware problems; repair equipment or refer to outside agencies; communicate and coordinate with various vendors; drive to various sites to conduct work.
3. In conjunction with ETS systems administrators, architect, design, implement, and maintain desktop remote management systems; coordinate to provide remote access set-up and support; coordinate troubleshooting efforts.
4. Maintain computer desktop and laptop configurations, including hardware, software and integration requirements. Configure and debug network desktop clients and systems to include TCP/IP, network printers, security management, and other applications.
5. Design and implement software deployment images in a networked environment applied across the District.
6. Serve as project lead for assigned projects.
7. Participate in the planning, administration and maintenance of technical functions and matters related to multi-vendor equipment and software; assure high technology status for equipment and software utilized in classrooms and laboratories to enhance the College's quality of high-tech instruction.
8. Evaluate software/hardware and determine which features could be used at the District to best meet user's needs. Research and evaluate new desktop and laptop hardware and software; recommend hardware and software upgrades.
9. Monitor network traffic, usage and performance during troubleshooting; monitor server and disk utilization, evaluate capacity planning requirements, and provide recommendations.

10. Liaison to the academic departments in coordinating and authorizing allocation of computing resources to support the academic needs; interact with campus administrators, faculty and staff to meet the changing needs of the campuses.
11. Communicate with various departments to determine current and future technical needs; write scripts to accommodate the needs of various departments.
12. Promote the use of new technology equipment and software; provide instruction to faculty, administrators and students on various technical concepts, materials, and functions.
13. Assist the Network and Systems staff in developing and maintaining of a network server security plan and with the coordination and monitoring of the performance of the network.
14. Propose plans, answer questions, provide information, perform research and formulate plans and solutions for various server and network functions.
15. Adhere to hardware, software, and service standards and policies at all times.
16. Prepare and maintain a variety of files and records related to assigned activities
17. Create and maintain various user accounts on the computer system.
18. Research information utilizing a variety of resources to assist in repairs and upgrading computer, peripheral and electronic equipment; prepare and maintain a variety of records related to assigned activities.
19. Perform file conversions and data backup.
20. Communicate with outside organizations regarding computer maintenance, materials and product capabilities.
21. May be required to work at the call center at various times to assist in troubleshooting desktop related issues.
22. Attend meetings as assigned.
23. Perform related duties as assigned

EMPLOYMENT STANDARDS:

Knowledge of:

1. Methods and procedures of operating electronic computers and peripheral equipment.
2. Diagnostic techniques, procedures, equipment and tools used in electronics and computer repair.
3. Computer hardware systems and software applications utilized by the District.
4. Network principles, protocols, and standards.
5. Various operating systems and basic script writing for desktop and server environments.
6. Security issues with operating systems and software applications.
7. Remote client management.
8. Computer hardware systems, software applications and languages utilized by the District.
9. Technical aspects of field of specialty.
10. Record-keeping techniques.
11. Operations, capabilities and limitations of computer equipment.
12. Oral and written communication skills.
13. Interpersonal skills using tact, patience and courtesy.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Troubleshoot, service, maintain and repair computer, peripheral and other electronics equipment utilized by the District.
3. Operate various tools and electronic test equipment to troubleshoot and repair equipment.
4. Provide technical assistance to computer systems users.
5. Diagnose and understand reasons for system failures.
6. Assure the reliability and efficient operation of desktops, laptops and servers on campus in support of administrative and instructional programs.
7. Respond to user requests for assistance and malfunction correction and provide technical support.
8. Analyze situations accurately and adopt an effective course of action.
9. Maintain current knowledge of technological advances in the field.
10. Establish and maintain cooperative and effective working relationships with others.
11. Prepare and maintain records and files.
12. Meet schedules and timelines.
13. Plan and organize work.
14. Operate computers and peripheral equipment, various software and hardware systems and related office equipment properly and efficiently.

Education and Experience

Any combination equivalent to:

1. Associate's degree in computer science or related field.
2. Two (2) years experience in computer/electronic service and repair, and systems support

Preferred Qualifications:

1. Bachelors Degree in Computer Science, Information Systems or related area of study.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions.
3. Flexible work schedule and place.
4. Driving vehicle to conduct work.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard, testing equipment and power tools.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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