

## **INFORMATION SYSTEMS TECHNOLOGIST**

Full-time, 12 Month, Classified Position

Range 58

**POSITION** Under the general direction of the Director of Information Systems, serve as an expert technical resource for the College in applications systems; responsible for planning, implementation, and programming of applications systems, including overall design, development, integration, implementation and maintenance; to coordinate installation of new software applications and modifications; Night, weekend, and off-campus assignments may be required.

**EXAMPLES OF DUTIES AND RESPONSIBILITIES** Assess institutional needs and provide analysis of computer information systems, processes and support; plan, implement, integrate, manage, and support information application systems using optimal technologies; Evaluate new software and hardware systems and services; specify and oversee installation; evaluate bids; Confer and coordinate with user and technical groups regarding applications, developing applications, determining system requirements and modifications of systems; Design and develop systems and modifications; plan project materials, labor, timelines and objectives; Establish, monitor, and ensure compliance with system standards and applicable regulations; Troubleshoot application system problems and resolve problems; coordinate and track customer service requests; Develop procedures, structures, and contracts for support, maintenance, and security of systems; perform quality assurance at technical and procedural levels; Coordinate hardware, software, and media inventories, licensing, monitoring, maintenance, contracts, and support. Define, refine, and monitor database structures and system security; program applications and manage databases in support of application systems; Recommend, maintain, and oversee hardware, software, and media inventory, licensing, and maintenance contracts; Explore innovations and trends in technology for institutional applicability; Compile data and perform analysis; provide written and oral reports and proposals to management; Maintain accurate and complete system documentation and business records; Develop and maintain constructive contact with vendors, state and local regulatory and contract offices, college staff, and counterparts in other colleges; Develop and document application systems back-up and disaster recovery procedures and recourses.

**OTHER JOB RELATED DUTIES** Perform other related duties as required.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:** Information Technology equipment and operation; computer programming languages, utilities, and applications used within an educational setting; database management systems and dictionaries; advanced principles and techniques of systems analysis and design and computer programming and documentation; business applications; management of inter/intranet/web administration applications; 3<sup>rd</sup> and 4<sup>th</sup> generation languages; CASE tools and internet utilities, servers and languages; system and application security requirements; principles and techniques of troubleshooting and performance monitoring; product/service evaluations; computer equipment, software and media, testing methods;

**Skills to:** Operate a variety of highly technical computer equipment and related peripheral equipment; operate modern office equipment.

**Ability to:** Organize, prioritize, and track tasks, requests, and projects; write and listen effectively; interpret and resolve complex problems; establish and meet schedules and timelines; acquire and maintain current technological and regulatory knowledge; use appropriate and correct English grammar, spelling, and punctuation; understand, carry out, and give oral and written instructions effectively; author and assemble professional documentation; maintain business records; perform accurate mathematical and algebraic calculations; establish and maintain productive and cooperative working relationships; maintain business communications; work productively and efficiently with minimal oversight; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work; be sensitive to, and have an understanding of, the diverse cultural and ethnic backgrounds of staff. Be sensitive to, and have an understanding of, the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college personnel and students.

**EXPERIENCE AND EDUCATION GUIDELINES**

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

**Education:** Bachelor's degree with major coursework in computer information systems and technologies, plus substantial continued education and training in the field.

**Experience:** Six (6) years professional experience directly supporting institutional information application systems in key technical and administrative roles demonstrating progressively increasing duties and responsibilities that are included in this job description.

**Special Requirements:** *Essential duties require the following physical abilities and work environment:* Safely lift and move computing and communications equipment and handle cabling media and tools up to 25 pounds; ability to work in a standard office environment; may be exposed to outdoors.

Range 58