

INFORMATION SERVICES SPECIALIST I (INSTRUCTIONAL SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: This is work which involves interpreting and explaining technical materials, and training and supporting users on a variety of networked computer and electronic equipment. The work usually takes place in a classroom and involves teachers and students. General supervision is received from the department supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES:

Sets up and connects computers, printers and related equipment in classrooms, and installs software;
Provides training, usually in a classroom setting, to teachers and individual users on a variety of networked computer and electronic equipment, software and peripherals (e.g. electronic mail, word processing, Smart Boards, image scanning, video conferencing, etc.);
Provides on-going technical support to teachers and individual users on the use of educational information systems including electronic mail, telecommunications, the Internet, etc.;
Interprets and explains technical materials and explains how to use local and national networks;
Determines user needs for equipment and software;
Signs people on to the network, assigns passwords, etc.;
Schedules training sessions;
Provides technical support to administrative users as requested;
Keeps records and coordinates service and repair calls;
May prepare simple procedural or instructional guides.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of networked data and telecommunications systems; ability to determine and meet the information system needs of teachers; ability to train equipment users; ability to set up, connect and trouble-shoot equipment; ability to formulate, transmit, understand and carry out complex oral and written instructions; ability to communicate effectively with students and teachers; ability to identify software that will meet user's needs and the memory capacity of the hardware; ability to reason logically; ability to present ideas clearly and logically, both orally and in writing.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or equivalent college credits beyond high school (a minimum of 60 credits) and one (1) year of post-college experience which involved hands-on application, development or operation of computer programs as a major portion* of the work, which work shall have required independent judgment in the operation of an integrated information system (data processing, word processing, telecommunications, etc.); or
2. Graduation from high school or possession of an equivalency diploma, and three (3) years of work experience which involved hands-on application, development or operation of computer programs as a major portion* of the work, which work shall have required independent judgment in the operation of an integrated information system (data processing, word processing, telecommunications, etc.).

NOTE: A Bachelor's degree or higher that included or was supplemented by at least 24 credit hours in computer-related coursework such as management information systems, computer science, information technology or comparable curriculum, shall be deemed fully qualifying.

*Major portion of the work means more than 50%.