TECHNICAL SPECIALIST IV

CLASS SUMMARY

Performs research, analysis, design, prototyping, programming, testing, and implementation required to maintain computer systems at the level required to support curriculum.

REPRESENTATIVE DUTIES

Identify the computing needs to support faculty in the development of curriculum. Collaborate with faculty to analyze and develop appropriate solutions. Automate and stream line support procedures to meet project requirements. Serve as a resource for other technical support staff to assist them with problem resolution. Assist other technical staff with computer repair, materials acquisition, classroom/lab setup and other duties as assigned.

ORGANIZATIONAL RELATIONSHIPS

This class reports to the designated manager of the Information Technology Services department.

DESIRABLE QUALIFICIATIONS

Training and Experience

Bachelor's degree in Computer Science, and two years of experience in computer systems research, analysis, design, prototyping, programming, testing, and implementation.

Knowledge and Ability

This position requires programming skills, understanding of operating systems, network systems, software, and computer science principles:

- Analysis of existing systems in order to improve their efficiency in terms of function and cost.
- Analysis and development of future systems and the orderly transition to, or implementation of, those new configurations in an efficient and cost effective manner.
- Development of efficient deployment methods and tools for both servers and clients.
- Development of tools to automate control of users and their access to resources thus reducing the man-hours required doing these things "manually".

- Research and development in response to problems encountered during development of systems, client deployment and support issues requested by faculty.
- Research and development in response to faculty requests for assistance and proposals.
- The ability to communicate solutions, recommendations and understand the computing needs and desires of faculty with all levels of computer expertise.
- The ability to develop efficient algorithms as solutions to faculty requests.
- The ability to implement algorithms developed by faculty members.
- The ability to respond to new technologies and applications of those technologies to an educational environment.
- The ability to communicate in a clear and concise method with faculty, classified staff, administration, vendors and the community.
- The ability to understand and represent the desires and needs of the business division faculty in many different forms and forums.
- The ability to clearly communicate procedures to faculty and other technical staff using both oral and written communication.

Physical Requirements

Ability to use a computer workstation throughout the workday.