JOB FAMILY CONCEPT

This job family consists of eight levels of Information Systems Technical work distinguished by the complexity of the responsibilities assigned and characterized by the type of equipment, operating systems or subsystems supported. Positions in Information Systems job families are responsible for following procedures, protocols, processes and regulations set forth in University of Alaska Board of Regents Policy and Regulation (02.07 – Information Resources). This job family is distinguished from the Information Systems Professional in that its main emphasis is on installing, maintaining, and troubleshooting network and information technology systems and assisting with their on-going use and operation. The Information Systems Professional job family emphasizes the application of theoretical knowledge, system design, programming, and large project management. However, Information Systems Technician positions may perform elements of systems analysis and administration, but not as the primary responsibility of the position. Positions fall into two broad categories (1) operations which involve technical support in completing productions requirements for reports and other batch processing services provided by a computer operating system and (2) technical support which involves highly technical work in implementing and maintaining IS systems.

Responsibilities may include performance or supervision of operational or highly technical work in implementing and maintaining personal computer systems, local area networks, customer workstations, network components, AV systems, and other automation equipment.

Positions in this job family assist with or are responsible for the following activities:

> Monitors, tests and analyses computer operation functions
> Stage production runs and maintain production schedule
> Operate personal computers and equipment
> Provide software and equipment instruction to users
> Maintain accuracy of database information
> Implement and maintain personal computer systems, local area networks, customer workstations, and network components
> Support Micro-computer, LAN/WAN, audio/video teleconferencing, and related networks
> Configure personal computers
> Set up networks

Complete production requirements for reports and other batch processing services provided by computer operating system. Operate a variety of data processing equipment, terminals, printers, consoles or other peripheral devices, reviewing and analyzing job requests, determining production requirements, conferring with users, monitoring jobs in process, opening and closing data bases, monitoring jobs within the central processing unit, identifying problems, initiating corrective actions and maintaining tapes, discs, production manuals and other materials.

Complete cable installations, addres

UNIVERSITY of ALASKA

Level 6   Networks
PCLS: 02066

Grade 78
Non-Exempt

Descriptors

Work is performed under Work is performed under general supervision. Generally works within well-defined