CUNY CLASSIFIED CIVIL SERVICE

POSITION DESCRIPTION: Information Systems Aide

CODE: 04786
THE INFORMATION SYSTEMS GROUP

DATE: June 8, 1998

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

Under supervision, with limited latitude for independent action and initiative, performs elementary computer and communications functions in one or more computer or communications specialties in a computer or communications environment. Whenever necessary, uses peripheral equipment attached to or communicating with a computer. All personnel perform related work.

EXAMPLES OF TYPICAL TASKS

GENERAL

Identifies problems regarding computer, peripheral or communications equipment or regarding the equipment operating environment and informs the supervisor or contacts the predetermined office for repairs.

Determines the causes of computer, peripheral or communications malfunctions by various methods (e.g., observation, use of diagnostic software); replaces faulty computer, peripheral and communications equipment and/or component parts, (e.g., adapter cards, various boards, etc.); repairs electromechanical components (e.g., switches, relays, transformers); tunes/adjusts components or parts to correct the malfunctions.

Tests communication lines to check their capability to transmit data.

Records problems; logs and controls traffic on a network.
Monitors the environment and resets the alarm, temperature and humidity controls at the main location/s of computer and/or communication system/s.

Cleans, troubleshoots, maintains, and replaces computers and other equipment; may assist in troubleshooting and repair activities.

Mounts papers/tapes, changes forms, makes minor adjustments to equipment.

Loads cartridges, tapes, forms, and disk packs.

Assists in installing microcomputers, peripheral and related equipment.

Transmits designated tapes, cartridges, and documentation to other locations, as directed.

Assists in repairing and/or installing telephones and wiring local area computer networks.

Runs communications cables, and installs patch panels, equipment racks, jacks, hubs and other such termination and interconnection devices.

Makes minor repairs to communications circuits.

Sends dial tone from main switchboard to telephone closets.

Operates a distributed multimedia video and audio systems.

Operates video conferencing equipment in a WAN.

Operates multimedia equipment such as VCRs, laser disks, etc.

Maintains inventory records and logs usage of tape or cartridge libraries.

Transfers data from one format to another (e.g., disk to tape or tape to disk) for the College/department.

Assists in making minor adjustments to software.

Occasionally assists in the orientation and training of a new operator.

May perform routine clerical tasks including data entry tasks in a computer environment.

Provides timely and effective delivery of service to users.
Adheres to uniform performance standards and efficient methods of work.
Assists in creating and maintaining simple WEB pages.
May perform the duties of the supervisor for a temporary period of time.

QUALIFICATION REQUIREMENTS

A high school diploma or its equivalent and 18 months of full time computer or communications related experience.

NOTE: Additional general education as a matriculated student may be substituted for 6 months of the required experience; additional education or training in the computing field may be substituted for all or part of the required experience.

A Motor Vehicle Driver's License valid in the State of New York may be required for certain positions.

DIRECT LINES OF PROMOTION

FROM:
None

To:
Information Systems Assistant
(04787)