CUNY CLASSIFIED CIVIL SERVICE

POSITION DESCRIPTION:  

TITLE: Information Systems Assistant

CODE: 04787  
THE INFORMATION SYSTEMS GROUP

DATE: June 8, 1998

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

Under supervision, with some latitude for independent initiative and judgement, performs entry level work in one or more computer or communications areas, e.g., operations, programming, database administration, web design and programming, systems analysis, communications, user services and training, and repairs and technical support; supervises personnel performing routine computer and communication functions. All personnel perform related work.

EXAMPLES OF TYPICAL TASKS

GENERAL

Assists in the preparation of surveys and feasibility studies.

Assists as a technical resource in all aspects of systems, networks, and communications.

 Responds to all requests for technical assistance or information; refers such requests to supervisor as appropriate.

Maintains records of work in progress and work completed, and prepares appropriate reports as required.

Searches, extracts and verifies data from the computer or from computerized records.

Reviews all source documents for completeness and accuracy, resolves and corrects any errors or inconsistencies.
May contact and interact with vendors to acquire and implement software upgrades and equipment maintenance.

Occasionally performs some computer-related clerical duties, including typing and preparation of statistical reports.

Provides orientation and training to subordinates and assistance to other employees as authorized.

Maintains logs.

Creates and maintains documents, and trains subordinates to create and maintain simple documents.

Oversees contract performance for small CUNY owned or rented systems.

Performs the duties of the supervisor for a temporary period of time.

**WORLD WIDE WEB DESIGN AND PROGRAMMING**

Assists the technical and design staff in planning Web site development.

Creates and maintains simple WEB pages.

Participates in the collection of University/College information (for example, text-heavy documents and related graphics) for HTML formatting.

Researches other University/College homepages to maintain standards and uniformity of presentation.

Assists in the transfer of files and memory allocation for Web site on University/College server.

Assists in analyzing traffic to the University/College homepage.

**OPERATIONS**

Maintains a tape or cartridge library system.

Performs preventive routine maintenance and/or adjustments according to specified procedures.

Makes minor repairs of hardware and systems, and assists in identifying appropriate areas for repairs.

Installs and maintains hardware, software, and other related equipment or systems.
Debogs and tests software before putting into production.

Runs routine production jobs.

Assists in the review and analysis of detailed computer systems specifications.

Assists in production scheduling and in the solution of operational and scheduling problems.

Ensures that computer and/or communications systems and facilities meet schedules of operation.

Assists in maintaining documentation required for operating units such as the Productions Control Unit.

Monitors system audit trails and error reports for persistent input errors; proposes remedies.

Maintains logs of computer and/or communication systems use and produces reports on production and systems utilization.

Maintains production records for individual operators in the unit; periodically prepares brief written reports on production.

**APPLICATIONS AND SYSTEMS PROGRAMMING**

Participates in writing, modifying and maintaining computer programs.

May participate in the preparation and maintenance of program documentation including written instructions and block diagrams and in maintaining program documentation libraries.

Assists in preparation of test data and quality assurance procedures.

Assists in monitoring the performance of hardware and software systems.

Assists in the review, analysis and installations of operating systems and software packages, e.g., DBMS, Utilities.

Assists in problem resolution procedures.

**DATA BASE ADMINISTRATION/DATA ADMINISTRATION**

Participates in all aspects of data base administration including implementation of changes to database programs and modules.
Assists in evaluating data base software packages.

Assists in the installation and maintenance of data base system software packages.

Assists in application development and data base design.

May maintain the data definitions dictionary.

Assists in the maintenance of data base security procedures.

Assists in developing and maintaining a business recovery procedure.

May update and refresh a database.

**Systems Analysis/Business Analysis**

Participates in the design preparation, modification, review and analysis of detailed systems specifications.

Assists in the analysis and modification of software.

Assists in developing new systems, analyzing existing systems, data, and new systems requirements.

Manages the inventory and licensing of software products for a department or college.

Assists in the preparation of business requirements documents for new computer applications.

May participate in the conduct of feasibility studies and in the preparation of business design documents for systems being considered for new computer applications.

**Communications**

Shuts down a communications system pending needed repairs.

Performs cabling functions for audio, data and video requirements. Schedules video conferencing events.

Assists in installing, maintaining, and performing diagnostic testing on multimedia video and audio systems; video conferencing equipment; and VCRs, laser disks etc.

Performs minor repairs of video and audio systems.
Troubleshoots, repairs and does ongoing maintenance of hardware, software, and circuits and devices in communications network/s.

Assists in design, testing, and implementation of communications networks, e.g., LAN, WAN, PBX, Video networks and related communications systems (bridges, hub, routers, servers).

Assists in site preparation, system implementation and acceptance testing tasks.

Contacts vendors regarding line installations and changes.

Coordinates the efforts of communication equipment vendors in the determination and correction of any equipment malfunctions.

**USER SERVICES/IN-HOUSE CONSULTING/TRAINING**

Assists in demonstrating the practical application of computers and communications technology via short-term training.

Responds to the questions of various client groups regarding use of systems and networks, including via phone and e-mail.

Explains required routine procedures and standards to various users, including via phone and e-mail.

Assists in providing "Hot Line" support to University-wide administration applications.

Notifies system users of changes in system status.

Uses problem-tracking system data base.

Assists in writing procedure manuals; drafts forms and procedures. Maintains user reference library.

Assists in University data collection.

Assists in system access/system security procedures.

Conducts research to determine the availability of standard hardware and software; evaluates such products.

**REPAIRS AND TECHNICAL SUPPORT**

Performs service functions in maintaining, troubleshooting, repairing or replacing computer and/or communications system components.
Assists in troubleshooting, repairing and/or replacing solid state devices, including equivalent substitution of semiconductor components; DC power switching supplies; video monitors and associated circuitry; server motors and feedback loops; electromechanical devices; printed circuit boards, including IC circuits of all types; floppy disk drives; serial/parallel printers and central processing units, etc.

Performs preventive maintenance on all equipment; transports and installs all components locally or at remote locations.

Upgrades hardware, software, and peripheral devices.

Differentiates between hardware and software problems and makes recommendations for appropriate corrections.

Prepares requisitions of spare parts; maintains inventory and repair records.

**QUALIFICATION REQUIREMENTS**

1. An Associate Degree from an accredited college and three years of full time equivalent experience in computing in the required field/s; or

2. Education and/or experience equivalent to "1" above. However, all candidates must possess a high school diploma or its equivalent.

**NOTE:** Major in computing may be substituted for one year of the required experience. A GPA of 3.0 or better may be substituted for one year of required experience, or documented experience acquired as a college student having successfully completed a major information systems project on behalf of the college may be substituted for one year of required experience. A Bachelor's Degree may be substituted for one year of the required experience. However, all candidates must present no less than one year of 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:** Information Systems Aide (04786)  
**TO:** Information Systems Associate (04788)
**Salary Levels:** This class of position has three (3) salary levels. Assignment to a level is based on a demonstrated competence in the general skills area and a number of other skill areas as indicated below:

At the **first** salary level, the incumbent will be required to have duties assigned from general and one (1) other area;

At the **second** salary level, general and two (2) to three (3) other areas;

At the **third** salary level, general and four (4) to seven (7) other areas as described above.