CUNY CLASSIFIED CIVIL SERVICE

POSITION DESCRIPTION:                        TITLE:  Information Systems Associate

CODE:  04788
       THE INFORMATION SYSTEMS GROUP

DATE:  June 8, 1998

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES

Under general supervision, with considerable latitude for independent initiative and judgement, may supervise a unit or group of subordinate staff engaged in professional software and hardware functions of varied complexity in one or more computer and communications specialties in other than an Academic Department; or may perform complex technical and professional work; or may perform as a project specialist for the planning and implementation of highly specialized hardware, software and systems projects. All personnel perform related work.

EXAMPLES OF TYPICAL TASKS

GENERAL

Keeps abreast of the latest developments in the field of computer and communications technology.

Participates in the preparation and review of computer or communications feasibility studies and specifications, and new proposals and their evaluations.

Conducts studies of the effectiveness of policies, programs and procedures.

Reports on and participates in the studies of active and potential problems and develops appropriate solutions.

Prepares proposals and substantive reports of a complex nature.
Assists in the planning, analysis, implementation and maintenance of systems, local area networks and communication systems, and software and hardware, including contingency and capacity planning, and quality assurance.

Prepares and delivers management reports concerning overall plans, activities, performance levels, and budgetary compliance of one or more units.

Ensures compliance with uniform performance standards, procedures, and efficient methods of work.

Ensures adherence to performance priorities within established management goals.

Interacts with vendors to acquire and implement new software and hardware, as well as upgrades and equipment maintenance.

Assists in the development of University-wide computerized systems.

Participates in and may serve as project leader on administrative task forces.

Assists in coordinating major intra- or inter-college projects.

May engage in developing and ensuring security procedures for computer software and data.

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

Develops bid specifications and participates in the solicitation and evaluation of bids.

Assists in the implementation of selected large contracts, monitors contract compliance and provides recommendations on contract renewal.

Evaluates service contract performance for systems and makes recommendations.

Conducts cost-benefit and other analyses to quantify recommendations to management.

May prepare budget requests.

Supervises one or more information systems functions of the University or the College.

Makes formal presentations and submits written reports.
Administers established procedures and policies.

Supervises one or more functions of the University or the College computer center.

Trains and/or arranges training programs for staff/users.

Is responsible for complex internal projects requiring an in-depth knowledge of computer and communications equipments, operating systems, job control languages, and hardware/software tools.

Whenever necessary, performs duties described under lower titles.

May supervise and evaluate subordinate personnel.

**WORLD WIDE WEB DESIGN AND PROGRAMMING**

Consults with technical and design staff to plan Web site development.

Participates in designing sophisticated WEB pages.

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

Researches other University/College homepages to ensure standards and uniformity of presentation are maintained.

Designs the appearance of the University/College homepage using Internet standards and protocol, for example, HTML, HTTP, CGI programming.

Develops technical architecture of Web sites, including database design, scripting, user interface forms, and content storage.

Manages transfer of files and memory allocation for Web site on University/College server.

Analyzes traffic to the University/College homepage.

Keeps abreast of Internet trends and all applicable technologies, including scripting, security issues, authoring tools, graphic design tools, and new languages; evaluates and implements new technologies.

**OPERATIONS**

Operates complex computer equipment.

Participates in the conduct of site/facilities analyses, including backup sites.
Assists in the technical support of the University or College office automation network including installation, testing and maintenance.

Plans and develops backup and restore procedures and ensures appropriate implementation and scheduling.

Coordinates production, and solves operational and scheduling problems.

Assists in the research and testing of hardware and software to maintain or enhance operations; recommends the purchase of such materials.

Provides management with hardware and software technical expertise in the planning or modification of the existing sites, and identification of new or backup sites.

Reviews software to insure it meets legal requirements and College and CUNY standards.

Develops and maintains documentation required for operating units.

APPLICATIONS AND SYSTEMS PROGRAMMING

Develops, modifies and tests computer programs of varied complexity.

Supervises and/or acts as a project leader for programming projects.

Assists in the supervision of programming activities in areas where there are many users, or where the data are extremely complex, or where coordination of the data sources involve a variety of Central Administration offices, or where the data sources entail extensive coordinated effort between the Central Office and the College, or with outside agencies, e.g., the State and the City Audit and Control.

Participates in setting and ensuring adherence to programming and documentation standards.

Aides in the establishment of software security systems.

Develops migration procedures from an existing system to a new system.

Maintains program and program documentation libraries.

Reviews, evaluates, analyzes, and installs operating systems and systems software packages.

Monitors hardware and software systems; supports all operating systems software.
Recover or reconstructs various WAN, PBX, Video networks and related communication systems (bridges, hubs, routers, servers); and data files, the integrity of which have been affected by software and/or hardware errors.

**DATA BASE ADMINISTRATION/ DATA ADMINISTRATION**

Performs all aspects of data base administration, including in a microcomputer or LAN environment.

Evaluates data base software packages.

Installs and maintains data base system software packages.

Manages application development and data base design.

Maintains the data definitions dictionary.

Maintains data base security procedures.

Develops and maintains a business recovery procedure.

Designs and manages the initial loading of a database for an office or department.

Establishes standards, criteria, and guidelines with respect to design, implementation, testing and use of data for an office or department.

Examines and recommends for approval the design of a database to be used by an office or department.

Selects the strategies for updating and refreshing a database in a micro or small LAN environment; initiates and reviews tests of database integrity.

Consults with users to ensure accurate definitions for the entries in a data dictionary; advises users regarding appropriate uses and interpretation of data.

**SYSTEMS ANALYSIS/ BUSINESS ANALYSIS**

Analyzes, designs, and modifies systems and prepares detailed specifications.

Develops, reviews, and recommends methods, procedures and systems.

Analyzes the practicality and need for specific computer applications.

Identifies efficient and economical approaches for updating systems.

Identifies areas where innovative information systems could prove useful.
Assists in conducting internal EDP Administrative system audits.

Writes systems proposals and functional specifications.

Analyzes systems problems and recommends solutions.

Evaluates packaged applications systems.

Designs, tests, and supervises installation of highly complex communication operations.

Supervises network and security for a network of moderate complexity.

Conducts feasibility studies and prepares business design documents for systems being considered for new computer application for an office or department.

**COMMUNICATIONS**

Ensures compliance with regulatory statutes and administrative regulations related to communications.

Designs and/or implements multimedia video, audio, and video conferencing systems.

Assists in planning, designing, implementation, and maintenance of audio, video, and/or data communications systems.

Serves as a technical expert in the selection and/or operation and/or planning of communication services.

Designs, tests, and supervises installation of communication operations of all types.

Analyzes problems involving systems operations and communications hardware and software; researches remedies.

Installs, troubleshoots, repairs, and does ongoing maintenance of communications/ network hardware, software, and circuits.

Supervises network security for a network of moderate complexity.

Serves as project leader for communications projects and services of moderate scope.
USER SERVICES/IN-HOUSE CONSULTING/TRAINING

Assists in the development and administration of short-term training courses for University/College personnel, and writes study manuals.

Provides technical assistance to users concerning educational uses of computer and communications technology.

Provides advisory services to all users.

 Provides "Hot Line" support to University-wide or College-wide administrative applications, including remote users.

Maintains problem tracking system database.

Writes procedure manuals and develops forms.

Writes and maintains user documentation and quick-reference sheets.

Maintains a library of available resources.

Handles University/College data collection.

Manages security/access systems.

Assists in the evaluation and selection of computer equipment and software for current and anticipated needs.

Works with the users to establish project priorities and schedules.

REPAIRS AND TECHNICAL SUPPORT

Performs complex service functions in maintaining, troubleshooting, repairing or replacing computer and/or communications system components.

Troubleshoots, repairs and/or replaces 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.
QUALIFICATION REQUIREMENTS

1. A Baccalaureate Degree from an accredited college and four 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 experience. A GPA of 3.0 may be substituted for one year of the required experience. A Master’s Degree in computing maybe substituted for one year of required experience. However, all candidates must present at least two years 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 Assistant (04787)

To: Information Systems Specialist (04789)

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.