Incumbent Apprenticeship Information Systems Specialist Supplemental Duties

SECTION I: INFORMATION SYSTEMS SPECIALIST APPRENTICE

Employees selected as program participants will be assigned duties as outlined in the proposed duty statement and will receive a supplement to their existing base pay, which will ensure salary equivalent to the noted salary schedule.

i. DUTIES STATEMENT

CHARACTERISTICS:

Employees will be working as an apprentice to the Information Systems Specialist series where an employee is trained to become proficient in and responsible for performing many of the basic entry-level duties typical of the Information Systems Specialist I while receiving the necessary supervision and training to assist them in developing full Information Systems Specialist I proficiency.

TYPICAL DUTIES:

1. Learns to provide specialized paraprofessional and technical assistance to system users for desktop computer systems equipment including hardware, software and peripheral equipment.

2. Learns to set up desktop systems; install, test and configure computer hardware, software, programs and applications; troubleshoot equipment to ensure functional operation.

3. Learns to become first level response to routine user enquiries and requests for assistance on desktop and computer related problems; determining severity of problem and resolving or referring to higher-level information systems staff; providing information on system and application functions; communicating user access rights.

4. Learns to perform minor repair on computer systems and peripheral equipment including printers, modems, scanners and related devices; coordinating major equipment repairs; locating vendors and ships parts as needed; arranging for vendor to perform on-site repairs.

5. Learns to participate in planning, evaluating, selecting, implementing and installing new computer hardware and software; installing cabling and wiring for systems and peripheral equipment.

6. May assist in performing equipment inventories/libraries and updates as required; maintains accurate records and logs of all services performed.

7. Learns to develop and write technical documentation on systems, procedures, and training materials for end users.

8. Learns to perform technical network administration and maintenance duties.

Knowledge of: Basic knowledge or interest in operations, services and activities of an information systems environment; interest in learning basic methods and techniques used in troubleshooting various computer problems which includes personal computer hardware and software components; principles and practices of customer service; learns operational characteristics of various computer software packages; learns operational characteristics of communication equipment and devices; principles and practices of record keeping; modern office procedures, methods and equipment.

Ability to: Learn how to respond to and identify routine user computer related problems; install and configure desktop computer systems and peripheral equipment; perform basic troubleshooting on desktop systems and applications; communicate technical information to a wide variety of users; perform minor repairs on computer equipment; assist in planning and evaluating new systems and equipment; install cabling and wiring; learn basic principles and practices of technical network administration and maintenance; learn operational characteristics of network systems; learn methods and techniques of developing technical documentation and training materials; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

Physical and Mental Requirements: Mobility – Frequent use of data entry devices; frequent sitting, standing or walking for long periods; occasional pushing/pulling, bending, squatting and crawling; driving. Lifting – frequently 5-30 pounds; occasionally 70 pounds or less. Vision – constant use of good overall vision; frequent reading/close-up work; occasional color, depth and peripheral vision. Dexterity – frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. Hearing/Talking – frequent talking/hearing in person and on the telephone. Emotional/Psychological – frequent decision-making and concentration; frequent public contact; occasional working alone, working nights and traveling. Environmental – frequent exposure to noise.

ii. SUPPLEMENTAL STEP SCHEDULE

Employees selected as the Information Systems Specialist Apprentice whose base salary is below the salary identified for the IS Specialist Apprentice will receive a supplement for hours worked to ensure compensation is equal to the IS Specialist Apprentice. This supplement will be added as an additional payment to the regular salary of the employees' current classification.

JOB TITLE	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5
INFORMATION SYSTEMS SPECIALIST I	1885.6	1980	2079.2	2183.2	2292.8
INFORMATION SYSTEMS SPECIALIST APPRENTICE	1710.4	1796	1885.6	1980	2079.2

SECTION II: EDUCATION COMPONENT

A. SAN JOAQUIN DELTA COLLEGE PARTNERSHIP

San Joaquin County Human Resources has partnered with San Joaquin Delta College to offer a Computer Support Technician Certificate program to the incumbent staff who will participate in the apprenticeship program.

i. CERTIFICATE REQUIREMENTS

Upon successful completion of the Computer Support -Technician Certificate, the student will demonstrate skills, knowledge, and training for employment in a computer support position. The student

demonstrates the ability to use common business software applications in a working environment and create basic web pages.

Program Learning Outcomes: Upon successful completion of the Computer Support - Technician Certificate, the student will demonstrate skills, knowledge, and training for employment in a computer support position. The student demonstrates the ability to use common business software applications in a working environment and create basic web pages.

Core Requirements Complete 26.5 units

CS 011 Fundamentals of Computer Science Units: 3
CS 012 Introduction to Management Information Systems Units: 3
CS 056 Networking Essentials Units: 3
CSA 020 Computer Information Systems Applications Units: 3
CSA 035 Multimedia Presentations Units: 3
CSP 017 Introduction to Programming Concepts and Methodologies Units: 3
CSW 023 Basic Website Design Units: 3
ELECT 014C IT Essentials (A+) Units: 2.5
ENG 001A Reading and Composition Units: 3

Restricted Electives Complete 3 units selected from:
COM ST 001A Public Speaking Units: 3
COM ST 003 Interpersonal Communication Units: 3

Minimum Units Required: 29.5 Complete all courses with a grade of "C" or better.