

INFORMATION SYSTEMS SECURITY ASSISTANT

DEFINITION

Provides support relative to the creation, maintenance, and troubleshooting of user accounts associated with District information systems.

TYPICAL DUTIES

Creates, modifies, resumes, and deletes user ID's for various applications within IBM and Unisys Mainframe environments, various applications that authenticate against Microsoft Active Directory Services, and various email applications.

Creates, edits, updates, and documents individual and group security profiles in Resource Access Control Facility (RACF).

Performs queries against a variety of databases (i.e., SQL, DB2, etc.) as appropriate for user management information using a variety of software tools.

Provides second-tier technical support for ITD help-desk personnel and/or other District personnel, as appropriate, with respect to the creation, modification, and/or deletion of user ID's or permissions for various District systems.

Diagnoses and reports software malfunctions relevant to the maintenance of user ID's for various systems and recommends solutions, as appropriate.

Executes scripts or programs on a variety of operating systems and/or directory management platforms (i.e., AIX, Linux, Microsoft ADS, RACF) to manage user ID's and profiles.

Participates in organizing, writing, and editing technical instructions, operational procedures, and related materials, as appropriate.

Receives and records trouble call ticket information (customer information and problem description) into the customer service management information system for logging and support.

Enters problem resolution information into a Customer Relations Management System, closes the problem, and informs the customer when the problem is resolved.

Searches system logs for troubleshooting security and/or user ID issues.

May type and prepare reports, form letters, memoranda, arithmetical summaries, and other material.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Information Systems Security Assistant supports the ITD security function by assisting in the management of user accounts and providing second-tier technical support relative to user accounts.

The Senior IT Customer Service Support Representative is responsible for performing daily operation functions including problem escalation and service level reporting, and coordinating service requests.

An IT Customer Service Support Representative receives telephone calls, faxes, and electronic mail from school and office personnel requesting technical support regarding computer software and hardware problems and electronic/computer equipment repair, replacement, and maintenance.

SUPERVISION

General supervision is received from a Senior IT Customer Service Support Representative. Work direction may be exercised over lower-level clerical staff.

CLASS QUALIFICATIONS

Knowledge of:

- Concepts and uses of computer systems
- Personnel, payroll, financial, or student information systems and procedures
- Word processing, database, and spreadsheet applications
- Microsoft operating systems, including multiple versions of windows
- Common client/server client software, including various email clients and terminal applications

Ability to:

- Present technical concepts clearly and concisely in both orally and in writing
- Understand, interpret, and apply technical material, rules, procedures, and policies
- Multitask, including speaking on the phone while performing computer operation
- Communicate effectively with others both orally and in writing
- Remain calm and pleasant under stressful situations
- Reassure and assist others on the phone in a tactful manner

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in data processing.

Experience:

Two years of experience supporting client access to personnel, payroll, financial, or student information systems, including input and retrieval of data using a personal computer or terminal.

Experience in analyzing problems related to current data processing systems, data processing scheduling, and procedure writing is preferable.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skills, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

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