

WIOA INFORMATION SPECIALIST

PURPOSE AND NATURE OF WORK

Responsible for the operation and maintenance of technology at a career center and related agencies and partners. Work requires extensive technical knowledge of servers, workstations, the internet, networking, security procedures, hardware, software, and video production. Responsibilities require interacting with staff and the public and training individuals and groups on using technology. Incumbent works under the direct supervision of the Local Area Coordinator.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Designs, implements, and maintains a computer network, including layout and security. Maintains a server farm, performs regular backups, and transports backups of an off-site facility. Designs, implements, and maintains a file server directory structure and network shares for staff to share resources. Designs, implements, and maintains internet presence including internet domain name, email addresses, security, availability, and VPN access. Evaluates third-party software and hardware for potential purchase and use. Develops various software solutions not met by third-party products. Maintains, upgrades, repairs, and replaces hardware as necessary. Maintains software licenses. Designs, implements and maintains extensive library of all hardware. Designs, implements, and maintains library system for various product manuals, books, and videos. Ensures resources are secured from unauthorized use and theft.

Designs and produces video and graphics for use with on-site advertising system.

Provides training to users on newly developed and deployed software, hardware, and operating procedures. Answers questions and provides immediate troubleshooting services. Gathers and evaluates regular user feedback and implements changes as necessary.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Considerable knowledge of Local Area Network (LAN) communication methods and topology, including commonly used network software, switches, and routers.

Considerable knowledge of computer capabilities and commonly used personal computer applications including Windows operating systems, Microsoft Office suite, web browsers, and anti-virus software.

Considerable knowledge of current standards for personal computers, peripherals, software, and network devices.

Knowledge of Workforce Innovation and Opportunity Act rules and regulations.

Knowledge of resources available to individuals seeking employment.

Ability to communicate effectively to groups and individuals, both orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a technical college or associate degree with major coursework in computer science, computer hardware and software, networking, and security procedures, or related fields; or any equivalent combination of training and experience.