

January 2006

## **JOB DESCRIPTION - Programmer/Analyst II for Instructional Computing Support (ISG)**

### **INTRODUCTION**

Incumbent is a member of Instructional Support Group (**ISG**) within the Department of Electrical Engineering and Computer Science (**EECS**). **ISG** maintains lab facilities, computers, servers, software and user accounts used by over 4000 students in EECS classes. Incumbent also works with members of the Engineering Support Group (**ESG**) in support of EECS classes. **ESG** maintains the labs facilities, digital measurement and testing equipment, electronics kits, software and audio-visual resources used by several EECS classes. **ISG** and **ESG** are responsible for the acquisition and management of related hardware and software, site preparation, systems configuration, operations management and user support of EECS instructional labs. The work site includes workstations, servers and related peripherals running, Microsoft Windows, Solaris, Linux and MacOS in several labs and other locations.

### **MAJOR DUTIES AND RESPONSIBILITIES**

#### ***40% Instructional Workstation Support:***

- Maintain approx 200 Windows and UNIX/Linux workstations in Instructional labs, primarily in Cory Hall.
- Install new computers and application software, maintain security, and compatibility of the software.
- Provide user consulting by email and in person to students and instructors.

#### ***20% Instructional Server Support:***

- Support Windows server technologies including: Active Directory GPOs, Exchange, IIS, NetShow, Remote Desktop Connection
- Support UNIX server technologies including: MySQL, Apache, Postgres.
- Write documentation for users and staff to keep them updated applications software and lab conditions.

#### ***40% Instructional Software Support:***

- User support for circuit simulation software including: Xilinx, ModelSim, Hspice, Matlab, LabView, Cadence, IntelliSuite
- User support for UNIX-related software including: Exceed, SSH, X11, Perl, UNIX shell scripts
- Provide user consulting by email and in person to students and instructors.
- In consultation with EECS faculty and staff, and students, design and implement software solutions needed for laboratories and classrooms. .

### **CONTROLS OVER POSITION**

Reports to the manager of the Instructional Support Group. Receives guidance and teamwork from the EECS Instructional Support Group. Incumbent will consult with the Instructional Support Group, Electronics Support Group and other technical staff in EECS.