SYSTEMS SUPPORT TECHNICIAN

Purpose Statement

The job of Systems Support Technician was established for the purpose/s of participating in the research and analysis of system application needs and problems for users; providing software application assistance, advice, problem solving, and technical information to end users; acting as liaison in managing staff/end user requests; coordinating and applying established procedures related to information systems operations; and ensuring the accuracy and expediency of system output while meeting the needs of assigned end users.

This job is distinguished from similar jobs by the following characteristics: Two years of college and completion of supplemental coursework/workshops beyond high school in office technology, computer science, information systems, and software reporting tools is required.

This job reports to Director-Information Systems

Essential Functions

- Acts as a liaison between District-hosted applications and assigned end users regarding a variety of issues (e.g. information systems operations; schedules; problems; timelines; procedures; requirements; and billings, etc.) for the purpose of providing and receiving information and resolving issues.

- Assists in the development of course modules and training materials for the purpose of providing materials used for training end users to perform complex integrated software applications.

- Assists other department staff with researching, analyzing, problem-solving, and coordinating, as needed, for the purpose of ensuring the efficient and effective functioning of the work unit.

- Collaborates with programming staff on program changes and problems for the purpose of assessing and resolving operational difficulties.

- Communicates with appropriate district staff to troubleshoot system, programming, and/or production problems for the purpose of ensuring the accuracy and expediency of output data and/or reports.

- Develops and prepares a variety of manual and electronic materials (e.g. documents, reports, manuals, newsletters, memorandums) for the purpose of providing up-to-date information for internal use, and for district employees and end users.

- Establishes and maintains cooperative and supportive relationships with end users for the purpose of ensuring excellent customer service in accordance with district requirements.

- Installs and maintains user system access and end-user distribution lists for the purpose of providing systems that follow established procedures and meet district requirements.

- Maintains a variety of manual and electronic materials (e.g. records, reports, logs, scheduled jobs, production problem documentation, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.

- Manages computer produced input and/or output in collaboration with other department or NCSD staff (e.g. schedules jobs, generates, receives, reviews, monitors, etc.) for the purpose of verifying completeness and accuracy and initiating required corrections.

- Manages requests from end users for service or problems resolutions (e.g. prioritizes requests; routes to appropriate staff for action; maintains tracking database; tracks progress of service; and provides end-user communication, etc.) for the purpose of ensuring efficient and effective customer service in accordance with district guidelines.

- Organizes jobs for computer processing (e.g. setting up, planning, etc.) for the purpose of meeting established control procedures, requirements, and sequence.

- Participates in the testing and implementation of new systems for the purpose of assessing and resolving operating problems and ensuring a product that meets district requirements.

- Prepares and routes output for the purpose of distributing completed requests to appropriate end users.

- Responds to a wide variety of technical and nontechnical verbal and written inquiries (e.g. available data, system and program design, development, testing; and implementation of procedures and operations, etc.) for the purpose of providing assistance and guidance, requested information, and/or referring to appropriate resources.

- Reviews contracts for the purpose of ensuring accuracy and completeness in accordance with department and district requirements.

- Trains system users in the operation of computer and communications equipment (e.g. systems applications, software products, etc.) for the purpose of ensuring the efficient use of systems and/or applications.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; operating computer equipment and related peripherals; preparing and maintaining accurate records; and planning and managing projects.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: information system terminology, concepts, functions, policies, and procedures; modern office methods, practices, and procedures; proper use and operation of equipment, software packages, system applications, word processing, and spreadhseets; and other related software including Microsoft Excel, Microsoft Access, Microsoft Reporting, and Crystal Reports.

ABILITY is required to schedule activities; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals; work with data of varied types and/or purposes; and utilize a wide variety of types of job-related equipment. Some problem solving may be required to identify issues and select action plans.   Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is moderate to significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: learn and apply appropriate procedures within assigned area of specialization; continually learn and utilize highly specialized software applications; communicate effectively in both oral and written form; learn end-user's operations and systems; organize and prioritize assigned tasks to meet established schedules and deadlines; remain current with end-user hardware and software products; verify the accuracy of detailed data; quickly identify and evaluate problem areas or situations and take appropriate action; establish and maintain effective working relationships; and meet the physical requirements of the job.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience   Job related experience with increasing levels of responsibility is desired.

Education   Community College and/or Vocational School degree with study in job related area.

Equivalency   None Specified

Required Testing
None Specified

Certificates & Licenses
None Specified

Continuing Educ. / Training
None Specified

Clearances
Criminal Justice Fingerprint/Background Clearance

FLSA Status
Non Exempt

Approval Date
9/4/2008

Salary Grade
Classified 72

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____