



For the future of every student

CLASS TITLE: COMPUTER SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Director of Technology Services, provide specialized technical and troubleshooting support and assistance to school sites and departments in the use of the District's Student Information System (SIS) and other District technology systems; review, maintains and update a variety of data; generate specialized and routine reports; provide support for systems users and conducts Technology Services training activities; audit and assure the accurate maintenance of District records, computer systems, and office automation programs.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide specialized technical and troubleshooting support and assistance to school sites and departments in the use of the District's Student Information System (SIS) and other District technology systems.

Serve as a liaison between District school sites, offices, and Technology Services; provide first level support and troubleshooting for users of the Student Information System (SIS) and other systems over the telephone and on site; assist in analyzing and resolving problems; provide assistance to the project teams in implementing new SIS features and other systems.

Assist departments and schools to understand and support their data, reporting and training needs; serve as the liaison for the Information Systems Specialist & Network Systems Specialist to other departments, and schools.

Review, maintain, and update a variety of data to assure the accuracy and completeness of SIS (Student Information System) data.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Assist in the design, implementation, and monitoring of controls for the orderly transfer of data between school sites, Testing, and Technology Services, including the preparation, audit and distribution of a variety of forms and reports using such tools as the SIS Query Writer, Microsoft Office Software and others.

Prepare and maintain a variety of computerized records, files, and lists; enter and update data; research records for discrepancies; generate routine and special reports; develop and maintain documentation for the SIS and other District procedures.

Provide one-on-one or group training for new users and new features of the SIS; provide appropriate scope of training and system permissions to school staff;

Direct and monitor temporary workers.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Basic principles, practices, and methods of data processing operations and data entry functions
Software applications utilized and basic computer hardware.
Principles, methods and procedures of operating computers and peripheral equipment.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Record retrieval and storage systems, including Student Information System applications.
Oral and written communication skills including individual or group software training techniques.
Interpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.
Modern office practices, procedures and equipment.
Technical aspects of field of specialty.

ABILITY TO:

Provide help desk support to personnel concerning computer operations, software applications and related malfunctions.
Troubleshoot and diagnose computer problems and malfunctions.
Analyze, review, and quickly become familiar with new and/or updated software and hardware
Perform a variety of responsible and complex clerical and technical data support functions with speed and accuracy.
Operate standard office equipment including a computer and assigned software applications.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Work independently with little direction.
Accurately input data at a rate required for successful job performance
Understand and follow oral and written instructions.
Meet schedules and time lines.
Maintain records and prepare reports.
Complete work with many interruptions.
Proofread and correct documents, data and reports
Effectively train others in the proper operation of computers, printers, and other office equipment
Effectively communicate in both oral and written forms
Establish and maintain effective work relationships with others
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science, software applications or related field and one year experience performing help desk support or related duties.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License.

WORKING CONDITIONS:**ENVIRONMENT:**

Office environment.
Drive a vehicle to conduct work.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.

Seeing to view a computer monitor.
Sitting for extended periods of time.

HAZARDS:

Subject to eyestrain as a result of working at a computer screen for long periods of time.

Approved by Personnel Commission: 09/19/2007