

## **INFORMATION TECHNOLOGY CONTROL TECHNICIAN**

### **DEFINITION**

Under general supervision, performs a variety of technical data control functions and procedures to support and improve computer user operations; prepares and inputs data into and extracts reports from the District's computer system; insures the integrity of information in the District's data base; assists application users in resolving data processing hardware and software problems; assists in the determination of data processing operational and application controls, guidelines and procedures; performs assigned clerical duties and performs other related work as required.

### **ESSENTIAL DUTIES**

- assists District data base system users in the resolution of data processing application problems, issues, and concerns
- reviews and evaluates input data and output reports to ensure adherence to operational and quality control procedures
- serves as a liaison to system users and provides routine technical assistance in developing solutions to user related problems and applications
- corrects or assists in the correction of routine errors within system reports and documents
- provides staff development and in-service training for department and school staff members
- assists in the preparation and maintenance of operational and system guides, information bulletins, and documentation manuals
- assists in the scheduling of department support staff work orders
- schedules operational time lines for system users
- monitors submission of required reports and activities by system users
- may assist in the development of master schedules for secondary schools
- coordinates assigned committee activities
- performs assigned clerical tasks

### **QUALIFICATIONS**

**Knowledge of:** Methods, procedures, and techniques pertaining to various aspects of data processing application operations; data processing documentation standards and data processing program language; data base management operations and techniques; computer operating system design and theory appropriate to a resource sharing/time sharing system; data processing hardware, system software and service delivery methods, techniques and changes; principles of effective communication; modern office methods, procedures, and techniques; standard office machines and equipment.

**INFORMATION TECHNOLOGY CONTROL TECHNICIAN**

**Ability to:** Skillfully operate a microcomputer and computer terminal using related application software; analyze and develop solutions for data and/or systems problems; read, understand, interpret, and apply complex written computer instructions and information; apply knowledge of data processing systems to a wide variety of management and user service requests; communicate complex information effectively over the telephone; perform general clerical work with speed and accuracy; prepare clear and concise reports; communicate effectively in oral and written form; establish and maintain cooperative working relationships with system users and other staff members; understand and follow oral and written directions with minimal direction and supervision.

**PHYSICAL DEMANDS**

The physical requirements indicated below are examples of the physical aspects that persons within this classification must perform in carrying out the essential job functions.

- will infrequently exert 10 to 35 pounds of force to lift, carry, push, pull or otherwise move objects
- will sit most of the time, but may walk or stand for brief periods; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing written and oral information, both in person and over the telephone
- must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

**EXPERIENCE AND EDUCATION**

**Experience:** Three years of experience in data processing operations, including a background in data base systems, systems user support, and a variety of program applications.

**Education:** Verification of a High School diploma, a GED certificate, or a higher degree. Supplemental extensive training in computer systems, record management, and general office practices is desirable. An Associate of Arts degree is preferred.

**License Requirement:** Verification of a valid California Motor Vehicle Operator's License is required.

**Condition of Employment:** Insurability by the District's liability insurance carrier may be required.