

COLTON JOINT UNIFIED SCHOOL DISTRICT

CLASS TITLE: SYSTEMS SUPPORT SPECIALIST

BASIC FUNCTION:

Under direction of the Director of Information Technology, perform various computer operating procedures and support-related duties associated with the District-selected Student Information System and various equipment used by the IT Department.

REPRESENTATIVE DUTIES:

Provide support to end users and IT staff in using District-selected student information system, District-supported off-the-shelf applications and software created by the IT department. *E*

Provide support in assisting users with computer peripherals, including but not limited to computers, printers and scanners. *E*

Assist staff in problem solving, testing, and debugging of student information system installation/updates/modifications, District-supported off-the-shelf applications and in-house software. *E*

Provide training to staff and end-users for proper use, installation, and preventative maintenance of computer equipment, peripherals and software. *E*

Design and create reports as requested and required through extraction of data from District Student Information System using supplied querying tools or other District-supported medium. Plan and facilitate frequency-based reporting including but not limited to requested reports, labels, forms, schedules, transcripts, report cards and other reports utilizing Student Information System data. *E*

Provide data entry and/or manipulation services using either manual entry or use of querying tools, in-house solutions, or database mediums as per request. Provide data entry via other means including but not limited to the use of scanners. *E*

Extract data from Student Information System and other data sources using querying tools and other database mediums. *E*

Assist in coordinating and providing training to end-users. *E*

Perform or assist in applying updates and revisions to District Student Information System. Maintain and create documentation regarding updates, revisions and upgrades to District Student Information System and other District-supported software. *E*

Monitor any data transfer procedures used by District Student Information System to synchronize data, ensuring proper operation. *E*

Evaluate software problems and effect necessary corrections/repairs as needed. *E*

Assign and maintain security settings within District Student Information System. Coordinate with Site and District personnel regarding needs, work requirements and schedules in order to plan and develop production schedule priorities and timelines. *E*

Maintain supply inventory for District and Site materials. Order and make recommendations on supplies, providing sites with supplies as needed. *E*

Maintain and operate various computers and peripheral devices; perform daily maintenance on machines. *E*

Update and maintain catalog of samples related to assigned work. Document activities and trends associated with position. *E*

Process daily work orders. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and practices of data processing.

Methods and procedures of operating computers and peripheral equipment.

Database Management Systems and querying techniques.

Report design and creation.

Proper methods of storing equipment, materials and supplies.

Scheduling requirements for special projects and production runs.

Record-keeping techniques.

Application support skills.

Interpersonal skills using tact, patience and courtesy.

Technical aspects of field of specialty.

Windows applications.

District Student Information System.

ABILITY TO:

Process a variety of computer production runs according to instructions.

Operate computers and peripheral equipment properly and efficiently.

Observe machines in operation, analyze stoppages and take corrective action.

Make routine equipment adjustments and perform routine maintenance.

Communicate data processing procedures, proper usage and requirements to users.

Establish and maintain cooperative and effective working relationships with others.

Maintain routine records.
Work independently with little direction.
Understand and follow oral and written instructions.
Use and navigate through Windows Operating System.
Query Database Management System using supplied querying tools.
Design and create reports.
Provide support on various computer peripherals and software to end users.

EDUCATION AND EXPERIENCE:

Education: **High School graduate or the equivalent.** Proof required. Supplemental college-level coursework in computer information systems or computer science.

Experience: Either one-year experience in computer operations and support or familiarity with District's major computer applications.

Testing: Passing test score on District Systems Support Specialist test, within the last three years.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.

PHYSICAL ABILITIES:

Hearing and speaking to exchange information.
Seeing to view a computer monitor.
Dexterity of hands and fingers to operate a computer keyboard.
Sitting or standing for extending periods of time.
Lifting heavy objects (up to 75 pounds).
Reaching overhead, above the shoulders or horizontally to store and retrieve supplies.

HAZARDS:

Extended viewing of a computer monitor.