Job Title: **Technician – Data Support II**

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Nonexempt

Reports to: Appropriate Supervisor or Designee

Supervises: Appropriate Staff as required

Pay Grade: Professional – 11

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD

JUNE 20, 2017

MALCOLM THOMAS, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this position is to provide District staff with the knowledge and skill necessary to utilize District computer hardware and software applications, provide support for problems encountered, and assist in providing solutions for problems.

ESSENTIAL JOB FUNCTIONS

- Assists other Technician – Data Support I and Technician – Data Support II as needed.
- Supports user access to mainframe, Email, and other applications.
- Supports instructional staff in the use of Internet/World Wide Web (www).
- Supports user access to District software and information.
- Maintains information in an accessible fashion and support users in doing the same
- Supports users, schools, District administration, and Department of Education (DOE) reporting processes in collecting, analyzing, verifying, reporting, and managing student information.
- Communicates detailed instructions to users in distress.
- Communicates within department and with external vendors.
- Plans and implements activities to accomplish goals and provide periodic status to supervisor.
- Utilizes the District calendar, School Board policy, DOE procedures, and policies, scheduling, prioritizing, and accomplishing assigned work.
- Attends weekly Focus meetings and meetings with Data Specialists and Programmers.
- Creates and oversees the process around school and District letterhead templates.
- Involves stakeholders in the definition of the process and considers all guidelines in the completion of a task.
- Works closely with District and school staffs to support school initiatives and processes.
- Disseminates information to appropriate personnel in a timely manner.
- Responds to inquiries and concerns in a timely manner.
- Keeps supervisor informed of potential problems or unusual events.
- Keeps well informed about current trends and best practices in areas of responsibility.

- Maintains expertise in assigned areas to fulfill department goals and objectives.
- Promotes and supports professional growth for self and others.
- Maintains a network of peer contacts through professional organizations.
- Develops annual goals and objectives consistent with and in support of District goals and priorities.
- Attends training sessions, conferences, and workshops to keep abreast of current practices and programs.
- Demonstrates initiative in the performance of assigned responsibilities.
- Provides for a safe and secure workplace.
- Models and maintains high ethical standards.
- Follows attendance, punctuality, and proper dress rules.
- Maintains confidentiality regarding school matters.
- Maintains positive relationships with staff and vendors.
- Demonstrates initiative in identifying potential problems or opportunities for improvement and takes appropriate action.
- Prepares or oversees the preparation of all required reports and maintains appropriate records.
- Follows all School Board policies, rules, and regulations.
- Exhibits interpersonal skills to work as an effective team member.
- Demonstrates support for the School District and its goals and priorities.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- Associate Degree in Systems Science or two (2) year technical degree in Data Processing.
- Minimum of four (4) years of experience in the data processing field and with student data.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to display knowledge of the District Wide Area Network (WAN).
- Requires the ability to display knowledge of Internet/World Wide Web (www).
- Requires the ability to display knowledge of workstation operating systems.
- Requires the ability to display knowledge of District word processor.
- Requires the ability to display knowledge of District PC database.
- Requires the ability to display knowledge of the District Student Information System and mainframe query/reporting software used in user ad hoc reporting and data verification.
- Requires the ability to operate a minimum of three (3) of the District mainframe applications.
- Requires the ability to plan, organize, and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.
- Requires the ability to maintain a professional manner during negative stressful situations.
- Requires the ability to determine the approach for work using guidelines provided.

- Requires the ability to perform professional-level work dealing with data, people, and technology that relates to administrative, technical, scientific, engineering, accounting, legal, or managerial skills.
- Requires the ability to work in a responsive environment where co-workers or citizens bring problems for resolution.
- Requires the ability to repair, develop, or install computer hardware or network systems and complex software or management information systems.
- Requires the ability to create plans for and guide implementation of new technology systems.

PHYSICAL DEMANDS

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: balancing, climbing, crawling, crouching, feeling, grasping, hearing, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, stooping, talking, visual acuity, and walking.

WORKING CONDITIONS

Employees in this position work in a dynamic environment that requires sensitivity to change and responsive to changing goals, priorities, and needs.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: