

SANTA CRUZ COUNTY OFFICE OF EDUCATION

DATA PROCESSING SUPPORT TECHNICIAN

DEFINITION

Under general supervision, to serve as a customer service liaison between Data Processing and its users; perform effective and timely resolution of users requests, inquiries and function; perform a variety of data processing duties including installation, maintenance, repair, and operation of Data Processing equipment, reports, and programs.

SUPERVISION EXERCISED

No supervision exercised.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Serve as liaison for Data Processing services between individual school district users and County Office of Education users.

Receive, screen, schedule services; prioritize, diagnose, and problem solve user requests and inquiries related to the use, modification and/or enhancement of Data Processing software and hardware systems.

Perform a variety of technical duties involved in operating and maintaining data processing equipment and programs used in the processing of user reports, printouts, and materials.

Install, maintain, perform, monitor, update, trouble shoot, relocate, and perform corrective action including, but not limited to, the following: Data Processing services and applications, user work orders, data processing hardware and software applications, database management, mainframe, peripherals, and system security.

Refer complex or highly technical inquiries to appropriate staff.

Provide procedural and informational support to users regarding Data Processing activities and operations.

Maintain a variety of records including, but not limited to, backup tapes, logs, and files related to assigned operation and functions; design, prepare, and maintain on-line documentation.

Make on-site visits to users for training and/or diagnostic purposes; train users in the proper use and operation of a new or existing Data Processing system.

Prepare and update user manuals; create, maintain, update, and distribute written documentation manuals and materials that are used to support Data Processing programs.

Print payroll and vendor warrants and government forms; store data on magnetic tapes; burst, decollate, and distribute.

Schedule presentations, seminars and training sessions; assist individuals during sessions.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Provide general secretarial and administrative support duties to the department and supervisor utilizing a variety of current personal computer programs including but not limited to windows, database, spreadsheet, word processing and various other application software.

Maintain confidentiality of data and information.

Provide input to the district technology committee.

Recommend improvements in workflow, procedures, use of equipment and forms, and possible improvements to Data Processing programs used.

Perform general maintenance and cleaning of data processing equipment.

Attend and participate in staff meetings and in-services activities; attend workshops, conferences, and classes to increase professional knowledge.

Order and inventory materials and supplies for the Data Processing Department; process purchase orders; receive and return goods.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Time management and customer service techniques.

Modern office methods and practices.

Principles, methods, techniques, procedures and practices of a variety of computer and microcomputer systems.

Use of word processing, spreadsheets, and database software applications.

Principles of accounting, computerized accounting systems, data communications, data collections and report preparations.

Basic applications and capabilities of a variety of software systems and applications.

Principles of training and instruction.

Safe work practices, including in the operation of a motor vehicle.

Skill and Ability to:

Perform essential duties through effective communication.

Work process at a speed necessary for successful job performance.

Operate a variety of standard office equipment including computer, printers, copiers, etc.

Coordinate and monitor data processing activities with designated users.

Train users in proper operation of computer systems.

Problem solve and respond to requests and inquiries from users.

Analyze situations carefully and adopt appropriate course of action.

Research, compile, and analyze data and information.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Exercise good judgment, flexibility, creativity, sensitivity in response to changing situations and needs.

Work independently. Meet schedules and timelines.

Operate a variety of highly technical computer equipment and related peripheral equipment.

Use various mechanical tools.

Read and evaluate/interpret documentation and follow complex technical documents.

Perform mathematical computations with speed and accuracy. Follow manuals and read simple wiring diagrams.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Equivalent to the completion of the twelfth grade, supplemented by specialized training in computer technology and usage.

Experience:

Two years of experience in computer technology and usage.

License or Certificate:

Special preference will be given to applicants who possess a Hewlett Packard systems operations certificate or equivalent.

Possession of, or ability to obtain, an appropriate, valid driver's license and verification of insurance.

SPECIAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, climb, and lift 40 lbs. Confining work space. Some exposure to noise, chemicals, mechanical hazards, and electrical hazards. Ability to travel to different sites and locations.

Approval Date: July 1, 1999.