CLASS TITLE: SYSTEMS TECHNICIAN II

DEFINITION:
Under general direction, acts as a primary contact in determining the needs of school districts and/or SDCOE programs with respect to specific information management data system(s) developed by the County Office of Education or vendors; responds to requests for specialized or modified services/reports; provides input into the development of new systems and trains users on system use.

REPRESENTATIVE DUTIES:
ESSENTIAL FUNCTIONS:
Trains and assists, onsite or remotely, district, school, partner agency and SDCOE personnel in the use of multiple data management systems to meet client needs.
Develops and maintains training manuals for the systems in operation and for those under development.
Inputs, imports and exports data into local and web-based systems.
Assists with the creation and implementation of procedures used to verify the accuracy of system output.
Responds to user requests for assistance such as the preparation of standard or customized reports, method of operation to input or extract data, and interpretation of final reports.
Researches user problems and determines solutions on system applications.
Works with programming staff and clients to create system enhancements.
Participates with programming staff in review of written code before testing.
Works with customers and programmers to identify needed enhancements and changes.
Works closely with the analysts in defining system requirements to data processing and resolving user issues.
Performs security configuration tasks including: setting up users, workflow, roles, and user preferences.
Organizes and maintains records in regard to contracted services, timelines, user requests and general troubleshooting of dynamic needs for each district/program.
Contacts districts for scoring and reporting services.
Attends and participates in meetings as requested.

NON-ESSENTIAL FUNCTIONS:
Performs related duties as assigned.
CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:
None

EDUCATION AND EXPERIENCE:
A combination of education, training and/or experience that clearly demonstrates possession of
the knowledge and abilities listed below. A typical qualifying background would include: prior
work experience sufficient to acquire thorough technical working knowledge of an information
management data system and completion of college-level course work in accounting, computer
science, technology, management or general computer applications. Work experience must
include processing, coordinating, and analyzing the flow of data in an environment utilizing
computerized data management systems and applications.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Forms design and systems analysis
Database management procedures and practices
Current office practices, procedures and technology
Student information data collection methods
Operation of computers and peripheral equipment

ABILITY TO:
Write clear and concise reports and instructions
Analyze technical data
Identify, analyze and reconcile discrepancies in various reports
Troubleshoot to resolve a variety of issues
Communicate effectively orally and in writing
Make effective technical presentations to individuals and groups
Learn, use, apply and explain a variety of software applications
Quickly develop a thorough technical and working knowledge of the structure, applications and
operation of assigned information management data systems.
Establish and maintain effective working relationships with those contacted in the course of
work.
Work effectively independently and as part of a team with minimum supervision;
Organize and prioritize work;
Exercise appropriate judgment in making decisions;
Demonstrate attendance sufficient to complete the duties of the position as required.
WORKING CONDITIONS & PHYSICAL ABILITIES:
Duties are typically performed in an office environment or training site.

Must be able drive a vehicle to conduct work; hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects.

DISTINGUISHING CHARACTERISTICS:
A Systems Technician supports training and testing by providing input or testing based on a developed script whereas a Systems Analyst has responsibility for developing the training program and materials as well as developing testing scripts. Additionally, a Systems Technician may refer complex, non-recurring problems to a Systems Analyst or other higher-level classification for resolution.

Positions in this classification may be assigned to various departments. Depending upon assignment, positions in this classification may require specific knowledge and experience working with a particular system. Therefore, screening criteria may vary from recruitment to recruitment. Positions in the classification of Systems Technician II work with a variety of complex systems within a program.

Established: n/a
Revised: 05/89; 1/90; 8/97; 5/03; 12/03; 12/07; 7/08; 10/12; 8/13; 4/14; 6/14

Approved by Personnel Commission:_______________