

## LEAD USER SUPPORT ANALYST

### DEFINITION

Under the direction, of the Technology Support Service Director or Manager, to train and provide work direction and guidance to assigned personnel as directed; assign employee duties and review completed work for accuracy and completeness as it pertains to the District's technology related function; and to perform other job related work as required.

### DISTINGUISHING CHARACTERISTICS

The position allocated to this class is distinguished by the assigned responsibility for assisting in the direction and guidance of District User Support workers engaged in District-wide computer support activities. Lead responsibility over other District personnel is assigned on a continuous basis to this class and the incumbent is expected to perform or demonstrate the more difficult or complex tasks and independently carry out work assignments to completion. The incumbent may assist in work planning, purchasing, record-keeping, report preparation and employee selection activities.

### EXAMPLES OF DUTIES

Support the TSS Department's computer services support system as it relates to student attendance, student testing, business, personnel, student and business systems, based on Macintosh e-mail and other applications; train and provide work direction and guidance to assigned personnel as directed; assign employee duties and review completed work for accuracy and completeness as required; assist in managing the District's Macintosh and PC local and wide area networks; develop and conduct staff development programs; provide training seminars for specific software and hardware products; conduct product demonstrations for District staff; review current office procedures for possible improvement; assist staff in the use of various software packages including word processing, spread sheets, databases, graphics and electronic mail; evaluate hardware and software products and makes acquisition recommendations for the District; assist in publishing department communications such as newsletters, bulletins, and memos; promote and attend user support meetings; and prepare appropriate documentation as required.

### SPECIAL REQUIREMENTS

Possession and maintenance of valid California driver's license and a good driving record sufficient to qualify for and maintain insurability by the District liability insurance carrier at standard rates.

DESIRABLE QUALIFICATIONS

Knowledge of:

Apple Macintosh and IBM PC hardware and software; Microsoft Works, Word, Excel, Email, PageMaker, Norton Utilities, etc;  
AppleTalk and Ethernet network management;  
Hardware and software problem diagnosis and resolution;  
IBM mainframe operations procedures.

Ability to:

Communicate in English both verbally and written is required;  
Establish and maintain effective relationships with District personnel;  
Trouble shoot problems in person and over the phone;  
Learn new technologies quickly;  
Operate mainframe console, tape and disk drives, printer, decollator and burster.

Training and Experience:

AA degree in computer science, computer systems or related field. Relevant professional level training can supplement the education requirement, as can additional years of experience on a year-by-year basis.

Four years of increasingly responsible computer technology and data processing program management experience lead or supervisory experience is desirable.