SAN DIEGO COUNTY OFFICE OF EDUCATION

Personnel Commission

CLASS TITLE: **SYSTEMS TECHNICIAN II, Grade 52**

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.

DIVERSITY STATEMENT:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

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

Use and develop macros in software applications (i.e., MS Access, Excel)

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	Approved by Personnel Commission	Revised	FLSA Status	Salary Grade
05/89	May, 1989	01/90; 08/97; 05/03; 12/03; 12/07; 07/08; 10/12; 08/13; 4/14; 6/14; 09/22	Non-Exempt	Classified Support Grade 52