CLASS TITLE: COMPUTER SYSTEMS TECHNICIAN

DEFINITION: Under general direction, provides technical support, and assists in the program applications of microcomputers and associated peripherals; installs software programs, analyzes and corrects problems, and does related work as required.

EXAMPLE OF DUTIES:

- Installs, updates and troubleshoots student information databases
- Coordinates school databases with district office requirements
- Provides technical assistance to users, such as class master scheduling
- Develops manuals and procedures
- Troubleshoots equipment and software problems
- Installs software on microcomputers and local area networks
- Trains users in data preparation and data entry into databases
- Advises users on office automation tools, such as word processing, spreadsheets and electronic m ail
- Bursts and decollates output reports

DESIRABLE QUALIFICATIONS:

Training and Experience: A combination of training and experience equivalent to two years recent clerical or secretarial experience in a secondary school; two years experience in direct school support using an automated student information system.

Knowledge of:

- Microcomputer hardware and software capabilities and limitations
- Currently used database, spreadsheet and word processing applications
- Modern office methods and procedures
- Principles, methods, software and hardware employed within a school district

Skills in:

- Coordinating work activities with departmental/site management
- Communicating effectively both orally and in writing
- Establishing and maintaining effective working relationships
- Operating computer terminals
- Assessing the causes of system failures and initiating corrective action

Ability to:

- Lift up to 50 pounds
- Physical capability sufficient to perform the job tasks

Licenses and Certificates:

- A valid California driver's license