

**CLASS SPECIFICATION**  
**Information Services Software Support Technician**

**GENERAL PURPOSE**

Under general supervision, provides a variety of software and computer operations support services to clients and users of the Student Information and other core enterprise software applications; assists users in generating specialized reports; provides user training; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Information Services Software Support Technicians perform a variety of difficult and responsible services to District users intended to assist them in making most effective use of core District applications and data in accomplishing District and site/department goals.

Information Services Software Support Technician is distinguished from Department Software Technician in that incumbents in the former class are primarily responsible for service and support of core District-wide applications which typically involve more complex applications/database integration issues. Incumbents in the latter class are primarily focused on user support for specialized department applications and software.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

1. Performs applications support duties for the Student Information System and other core enterprise applications; installs and tests software updates and new releases; diagnoses and resolves software problems within limits of authority; maintains documentation of system functionality; identifies opportunities to meet user needs through systems improvements and development of specific application features.
2. Assists in updating and maintaining student information databases; sets up new schools, programs, calendars, teachers, classrooms and courses in the database; performs end-of-year roll over processes; verifies and validates student record data elements and takes action in accordance with established procedures to resolve errors and correct data as warranted; uploads, maintains and ensures accuracy of student test score data in the Student Information System; monitors database operations and enlarges data sets as needed for data entry purposes.
3. Trains users on uses and operations of major District applications and programs, such as the Student Information, attendance reporting and other core systems; advises, trains and assists District staff in utilization of system functionalities and applications features to more effectively carry out work responsibilities; assists users in defining report requirements and generating standard and specialized reports from enterprise applications for a variety of purposes; trains users on procedures for inputting and correcting data; recommends operational or procedural modifications to resolve issues; trains clients on the uses and operations of standard business software.

4. Installs, configures and tests standard enterprise administrative software in accordance with established criteria; installs and configures specialized instructional and educational software as authorized; diagnoses and resolves software and standard hardware problems.
5. Generates a variety of periodic and annual reports for District management use and reporting to the State of California; generates a variety of special forms, such as attendance rosters, scannable attendance sheets, scannable scoring and grade sheets and course selection forms.
6. Documents actions taken in problem/request and resolution logs; maintains and distributes user request forms, training manuals and documentation.
7. Monitors enterprise class computer operations and ensures the proper functioning of associated servers, terminals, printers, scanners and other peripheral equipment; runs designated production jobs; monitors message, job and print queues; prints, bursts, trims, decollates and distributes printouts, forms and other documents generated by the system; ensures high product standards; assists with troubleshooting systems problems; makes software and hardware adjustments or fixes; refers more complex problems to the appropriate staff; runs daily computer backups.
8. For the Student Information System, establishes user customer accounts, network addresses and access privileges in accordance with established policy and criteria; assists users on procedures for changing passwords; maintains records of authorized user accounts.
9. Assists users in the diagnosis and resolution of a variety of software and applications problems.

#### **OTHER DUTIES**

1. Sets up, installs, configures and tests system printers and scanners/optical readers; troubleshoots and resolves problems; arranges for service and repair by vendors as necessary.
2. Develops, revises and maintains user manuals and system documentation; develops training materials and programs relating to procedural and system operations requirements.
3. May install and configure computer hardware, devices and other peripheral equipment; may establish and configure connectivity for hardware and devices to the District-wide network; may diagnose and resolve hardware and software problems and malfunctions.
4. Enters hardware, devices and software in the system/network management and inventory databases.
5. Attends meetings, training seminars and professional meetings; monitors and reviews new software and hardware products and tools.
6. Prepares various reports, as required.

## QUALIFICATIONS

### **Knowledge of:**

1. Principles, characteristics and practices used in the operation of enterprise class computer equipment with operating systems similar to those used by the District, including initialization, operating, back-up and data restoration procedures.
2. Basic principles, characteristics, practices and terminology used in the operation, administration and maintenance of large databases and database applications.
3. Standard software packages, including word processing, spreadsheet, presentation, graphics and database programs.
4. Requirements and techniques for set-up, configuration, troubleshooting and maintenance of peripheral equipment such as printers, scanners and optical readers.
5. Help desk functions and software, policies and procedures.
6. Research techniques, methods and procedures.
7. PC and server hardware, printers, operating systems and characteristics.
8. Methods and procedures for the development of system and user documentation and manuals.
9. Methods and procedures for the storage and inventorying of hardware and software.
10. Basic office methods and practices, including filing and record-keeping.

### **Ability to:**

1. Understand and apply detailed District procedural requirements and standard database administration tools and utilities to ensure accurate, up-to-date student information and other core enterprise data management systems.
2. Obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions.
3. Train users on uses, operations, functionalities and features of the Student Information and other core enterprise systems.
4. Set priorities and work independently without the need for more than minimum supervision.
5. Install, configure and test computer hardware, peripheral equipment, devices and application software.

6. Troubleshoot, diagnose and resolve computer hardware, software and connectivity problems and failures of varying difficulty efficiently and effectively.
7. Operate and monitor enterprise class computer systems, terminals and peripheral equipment and respond to equipment and system status messages, enunciators and signals.
8. Follow and apply detailed written and oral work instructions.
9. Communicate effectively, orally and in writing.
10. Prepare and maintain records and reports.
11. Exercise sound independent judgment and initiative within established guidelines.
12. Conscientiously preserve the confidentiality of all proprietary and confidential data and information residing in the District, in accordance with Departmental and District policy, and state and federal law.
13. Establish and maintain highly effective customer-focused working relationships with clients/users, other District and site staff, vendors and others encountered in the course of work.

**Education, Training and Experience:**

Graduation from high school or GED equivalent; completion of specialized computer support course; and three years of increasingly responsible experience in providing technical software and computer operations support, particularly involving support for database systems.

**Licenses; Certificates; Special Requirements:**

A valid California Class C driver's license, a good driving record and the ability to maintain insurability under the District's vehicle insurance policy.

Upon acceptance of the District's offer of employment, new hires may be required to complete a baseline physical examination prior to the first day of employment.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

**Physical Demands**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; hear and distinguish equipment operating sounds; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand, and lift and carry objects weighing up to 50 pounds.

Specific vision abilities required by this job include close vision, the ability to distinguish colors and shades, depth perception and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with clients/users, other District and site staff, vendors and others encountered in the course of work.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee typically works under typical office conditions and the noise level is usually quiet. The employee frequently works in computer room conditions that are moderately quiet.

Board Approval 10/2/2008