TITLE: **DATA OPERATIONS & SUPPORT TECHNICIAN**

QUALIFICATIONS:

1. Experience as data entry operator and computer terminal operator
2. Experience as data microcomputer operator
3. Knowledge of data processing, word processing and computer programming principles
4. Ability to troubleshoot by phone microcomputers, printers, account information and software applications
5. Ability to follow written and oral directions
6. Ability to use independent judgment and maintain established quality control standards for department output
7. Ability to organize, set goals and meet production deadlines
8. Ability to communicate well (written and oral) with school professionals and department heads
9. Ability to understand, analyze and apply information obtained from technical manuals without direct supervision
10. Must pass required tests

REPORTS TO: Administrator as assigned

JOB GOAL: Under direction of Director of Information Technology, to ensure smooth and effective implementation of services provided by Information Technology

PERFORMANCE RESPONSIBILITIES:

1. Acts as support liaison between Information Technology and other departments regarding mainframe and network services
2. Maintains "User Account" information verifying access and security settings for mainframe and network services
3. Develops and maintains familiarity with existing and new computerized departmental applications for mainframe and network services
4. Works with system users, identifies deficiencies in installed systems and recommends changes
5. Assists school site personnel including principals, vice principals and counselors with scheduling processes for opening school and summer school schedules
6. Assists Information Technology staff in troubleshooting minor equipment failures
7. Maintains inventory for computer supplies, accessories and forms for Information Technology department
8. Monitors system performance and security
9. Reviews input material, intermediate results of processing and final products for completeness and accuracy
10. Monitors status of work in progress to assure timely completion of work orders
11. Communicates directly with consumers of Information Technology to solve operational problems
12. Interprets console messages for systems software or applications software and performs required actions
13. Processes backups and restores of data and files
14. Prepares production timelines and schedules
15. Performs other related duties as assigned

TERMS OF EMPLOYMENT: Salary and work year to be according to current schedule; classified salary schedule, class 30

EVALUATION: Performance of this job will be evaluated in accordance with the District's "Improvement of Professional Services" handbook, Board Policies and Procedures and consistent with collective bargaining agreements when applicable

8/03