

SACRAMENTO COUNTY OFFICE OF EDUCATION

**CLASSIFICATION TITLE: Information Systems Technician**

**DEFINITION**

Under general direction maintains, operates, and supports a variety of computer systems for the school districts and Sacramento County Office of Education staff; performs related duties as assigned.

**DIRECTLY RESPONSIBLE TO**

Appropriate Administrator

**SUPERVISION OVER**

None; however, may provide direction and training to staff and users.

**DUTIES AND RESPONSIBILITIES** (Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Computer Operations

Operates computer systems; initiates and completes scheduled production jobs; performs and maintains system, security, and application backups; installs and maintains local and remote peripheral computer equipment; checks and routes output, sets up and aligns printers; separates reports and other output, initializes tapes, prepares reports on equipment problems; monitors reports for security violations; monitors systems for abnormal job terminations and operating problems; performs routine and preventive maintenance on computer equipment and peripherals; participates in determining cause of job and system failure, and takes corrective action when required; maintains operational procedure manuals, off site storage, production schedule, supply inventory, required computer and backup tape logs.

Computer Support

Assists in maintaining computer systems; installs and supports software/hardware applications and peripheral equipment; researches user inquiries and new technology; troubleshoots and resolves computer operating, software/hardware problems and provides technical support as requested; communicates with vendors to resolve issues; provides information to staff and users, and prepares and maintains documentation for processes, policies and procedures related to computer systems and operations; tests new software with various operating systems; updates software for users as released by vendor; monitors and updates usage to ensure security of data and access privileges when program modifications are performed; provides offsite support, training and technical advice.

Office Support/Communication

Serves as department information resource to assist staff and users with computer network, software/hardware, and related problems; communicates technical concepts in non-technical terms; develops procedures, forms, and other organization tools to manage projects and monitor timelines; maintains open communication between staff and users to encourage questions and problem solving; enters data and maintains a variety of databases; organizes data for efficient retrieval and reporting; audits user data input; prepares necessary correspondence related to work duties; performs responsible practices that support and enforce policies, rules and regulations relating to computer systems and peripheral equipment; maintains confidentiality of information and data related to students and staff.

**MINIMUM QUALIFICATIONS**

Education, Training and Experience

Any combination of education, training, and experience which demonstrates the ability to perform the duties and responsibilities as described. A typical qualifying background would include progressively responsible computer operations experience with coursework in computer science, management information systems, or a related field; experience in operating both large and small scale computer systems; experience using a variety of operating

systems, software, hardware, and networks.

Knowledge of:

Utilization and purposes of management information systems; principles and operation of networks, operating systems, standard software applications, hardware, and related peripheral equipment; policies, rules and regulations relating to computer systems and peripheral equipment; proper records maintenance and storage, standard office operations and basic research techniques.

Skill and Ability to:

Research new technology, manuals and guides to resolve inquiries; prioritize requests, organize, schedule, and coordinate a variety of activities and projects; learn new software/hardware packages and adapt to changes in technology; enter, maintain, and retrieve data to prepare documents and produce a variety of reports; communicate effectively both in oral and written forms; explain technical concepts in non-technical terms; read, interpret, and apply policies and procedures; follow instructions; work independently; establish and maintain cooperative working relationships with those contacted during the course of work.

Other Characteristics

Possession of a valid California driver's license; ability and willingness to travel on work assignments; willingness to work additional hours during the week and/or weekend, if required.

Revisions approved by Personnel Commission 3/13/07

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