

Sacramento County Office of Education Job Description Classification Title: Information Systems Technician

DEFINITION

Under general direction, maintains, operates, processes, and supports a variety of financial, payroll, student information and attendance 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.)

Financial System/Production

Maintains, operates, and supports information systems and peripherals, such as Quintessential School Systems (QSS); initiates and completes scheduled production jobs; receives payroll transmittals from various districts and verifies totals; transfers data from the financial system to various departments and organizations; performs and maintains system, security, and application backups; installs and maintains local and remote peripheral equipment; checks and routes output, sets up, and aligns printers; separates reports and other output; prepares reports on equipment problems; monitors reports for security violations; monitors systems for abnormal job terminations and operating problems; performs and schedules 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, production schedule, and supply inventory..

Information Systems Support

Assists in maintaining computer systems; installs and supports software applications for county office and districts including school financial systems and peripheral equipment; sets up users and security settings; researches user inquiries and new technology; troubleshoots and resolves computer operating, software/hardware, database problems and provides technical support as requested; communicates with vendors to resolve issues; uploads data to systems; 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; works with departments to design and maintain secure document archival system; provides offsite support 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; 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 payroll, 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 in a Linux-based environment; personal computer systems; experience using a variety of operating systems, software, hardware, and networks; experience working in a school district environment desirable.

Knowledge of

Utilization and purposes of management information systems, database structure, and data verification methods; data analysis methods and data storage concepts; principles and operation of networks, operating systems, standard software applications with advanced skill in database 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 and respond to questions; prioritize requests, organize, schedule, and coordinate a variety of activities and projects to meet required reporting deadlines; learn 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 to individuals and groups; 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.

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