

FALLBROOK UNION HIGH SCHOOL DISTRICT

JOB DESCRIPTION: INFORMATION SYSTEMS TECHNICIAN

DEFINITION: Under the direction of the Director of Technology, create, update and maintain student database files; generate periodic and special reports and lists as requested by school Administrators; troubleshoot, investigate and correct computer malfunctions or concerns, and perform routine hardware and software troubleshooting; assist students, Teachers, Administrators and staff in school office; demonstrate and explain a variety of computer hardware and software operations.

EXAMPLES OF DUTIES:

- Maintain the student database; create, update and maintain files on students; write queries and generate a variety of periodic and special reports, lists, labels, grade reports and other printouts as requested by school Administrators.
- Enter a variety of student demographic data; update addresses and other student information as needed; perform regular computer system back up according to established procedures.
- Oversee grade-reporting process, including printing of appropriate documents for distribution to Teachers, staff and parents; monitor student school assignment according to established guidelines.
- Establish schedules to allow timely, independent printing of standard data reports; assist attendance personnel to assure timely and accurate computerized period—by-period attendance system is maintained.
- Assist students, Teachers, Administrators and staff in school office; demonstrate and explain computer hardware and software operation.
- Troubleshoot, investigate and correct computer malfunctions or concerns; perform routine hardware and software support, including installing equipment and software updates, and inspecting cables; contact District technology support staff or vendors to perform major maintenance or repair as appropriate.
- Operate a variety of office and computer equipment, including personal computers, computer terminal, printers, optical scanner, decollator and burster.
- Assist District personnel with a variety of software operation support, including word processing, spreadsheet, graphics; train office personnel in the operation of the Aeries student information database system.
- Research computer equipment and supplies as needed for best source and quality for price; recommend purchases to the Director of Technology; order data processing supplies according to established guidelines and procedures and maintain inventory.
- Coordinate and communicate with the Technology Department regarding computer operations, procedures, ordering equipment and loading new versions of software.
- Drive to District sites to conduct work.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of: Windows, Local Area Networks (LAN), and the Internet School-wide principles and practices related to grading, attendance, master schedules and timelines; Student database software, word processing, spreadsheet, graphics, and other software applications used by the school and District; Principles and practices of providing training and work direction to others. Student records maintenance requirements of the school and District; Technical operation and maintenance of computer systems, software and peripheral equipment used by the school and District; Policies and objectives of assigned program and activities; Oral and written communication skills; Interpersonal skills using tact, patience and courtesy; Technical aspects of field of specialty.

Ability To: Create, update and maintain student database files at a school or District office; Generate periodic and special reports and lists as requested by school and District Administrators; Troubleshoot, investigate and correct minor computer malfunctions or concerns and perform routine hardware and software support; Diagnose hardware and software malfunctions to distinguish which is the cause of the malfunction; Assist students, Teachers, Administrators and staff with computers and software applications in the school or District office; Demonstrate and explain a variety of computer hardware and software operations; Coordinate data from various sources for administrative use; Analyze data for errors and completeness; Plan, coordinate and schedule the receipt, review and processing of a variety of data; Work effectively with strict time lines, numerous contacts and the necessity of accuracy; Establish and maintain cooperative and effective working relationships with others; Communicate effectively both orally and in writing; Train and provide work direction to others; Meet schedules and time lines; Work independently with little direction; Read, interpret, apply and explain rules, regulations, policies and procedures; Work confidentially with discretion; Operate a District or personal vehicle observing legal and defensive driving practices.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by vocational or college level course work in Microsoft Windows, Microsoft Office, Computer Technology or related field and two years increasingly responsible computer experience, including at least one year in a school environment maintaining student database records.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

High school data processing environment.

SALARY RANGE: 16

SUPERVISOR: Director of Technology

WORK YEAR: 11 Months

(Revised 6/6/01)