SWEETWATER UNION HIGH SCHOOL DISTRICT

CLASS TITLE: COMPUTER OPERATOR/SUPPORT TECHNICIAN

BASIC FUNCTION:

Under the direction of the Information Systems Supervisor, utilize a computer to input data and generate a variety of computerized reports, labels and other materials; prepare completed printing jobs for distribution; provide assistance to system users concerning software applications, operations and malfunctions.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Input and scan a variety of data into an assigned computer system; initiate queries, manipulate data and generate a variety of computerized labels, transcripts, forms, letters, schedules, lists, rosters and reports related to student attendance, grades, progress, graduation, class ranking, courses, language code, master schedule, community service and other requested information.

Receive and log data and reporting requests; prepare requests for processing; maintain production schedules; review completed printing jobs for completeness and accuracy; operate bursting and decollating equipment in the preparation of completed printing jobs for distribution.

Operate computers, scanners, peripheral equipment and printers to run programs to generate links to data, records, reports and updates according to established time lines; input District course file updates; create and process scripts as needed.

Provide assistance to system users concerning software applications, operations and malfunctions; answer the technology services help line; provide technical troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel.

Prepare backup data files in accordance with established procedures; monitor available system disk space; move files as necessary to provide for program running.

Maintain operating records and production schedules; assist in the development and preparation of new or revised control procedures and documentation.

Communicate with District personnel and outside agencies to exchange information and resolve issues or concerns.

Perform routine maintenance on assigned equipment as necessary; arrange for major repairs as needed; troubleshoot system problems.

Monitor inventory levels of supplies and materials; assist in ordering, receiving and maintaining inventory of supplies and materials.

Assist in testing new computer programs; assist with database and system maintenance as directed.
OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles, methods and procedures of operating computers and peripheral equipment.
Principles and practices of data processing.
Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Data control procedures and data entry operations.
Record retrieval and storage systems.
Computer hardware systems and software applications utilized by the District.
Scheduling requirements for special projects and production runs.
Record-keeping and report preparation techniques.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Basic math.

ABILITY TO:
Utilize a computer to input data and generate a variety of computerized reports, labels and other materials.
Provide assistance to system users concerning software applications, operations and malfunctions.
Prepare completed printing jobs for distribution.
Process and print a variety of computer production runs according to established procedures.
Assemble, organize and prepare data for records and reports.
Detect errors and inaccuracies in data output reports.
Operate computers and peripheral equipment properly and efficiently.
Type or input data at an acceptable rate of speed.
Operate bursting and decollating equipment.
Maintain various records and files.
Understand and follow oral and written instructions.
Meet schedules and time lines.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years experience working with software applications and databases.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Lifting, carrying, pushing or pulling heavy objects as assigned by position.
Sitting or standing for extended periods of time.
Seeing to view a computer monitor and read a variety of materials.
Bending at the waist, kneeling or crouching.

The Sweetwater Union High School District does not discriminate with regard to sex, race, religion, color, national origin, ancestry/ethnicity, marital or parental status, age, physical or mental disability, sexual orientation or any other unlawful consideration. SUHSD Board Policy #2224

Office-Technical Job Description

Adopted by BOT 1/25/03
Revised BOT 1/23/06