

COMPUTER OPERATOR / SUPPORT TECHNICIAN

Purpose Statement

Under the direction of an assigned manager and/or 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.

Essential Functions

- Enters a variety of data into an assigned computer system; initiates queries, manipulates data; executes reports using ad-hoc reporting tools, generates a variety of computerized labels, transcripts, forms, letters, schedules, lists, rosters and reports related to student data.
- Receives and logs data and reporting requests; prepares requests for processing; maintains production schedules; reviews completed printing jobs for completeness and accuracy
- Operates computers, scanners, peripheral equipment and printers to run programs to generate links to data, records, reports and updates according to established time lines; creates and processes scripts as needed.
- Provides assistance to system users concerning software applications, operations and malfunctions; answers the technology services help line; provides technical troubleshooting, determines type of request, diagnoses and provides solutions or routes complex problems to appropriate personnel.
- Creates reports and extracts based on user-defined requirements utilizing a variety of ad-hoc reporting tools; generates output for users to provide data, lists and counts.
- Provides expertise and proposes/develops solutions in order to assist users with accessing information and utilizing implemented procedures.
- Maintains operating records and production schedules; assists in the development and preparation of new or revised control procedures and documentation.
- Develops operational processing with dates and timelines for reporting.
- Assists in support of microcomputer applications software, networking operating systems and provides assistance to user staff on the use of new administrative support systems.
- Reviews, inputs and modifies data as needed for CALPADS and other state reporting compliance.
- Communicates with District personnel and outside agencies to exchange information; coordinates activities and resolves issues or concerns.
- Serves as department liaison with school sites, district office and outside agencies on data extracts related to student information.
- Performs routine maintenance on assigned equipment as necessary; arranges for major repairs as needed; troubleshoots system problems.
- Monitors inventory levels of supplies and materials; assists in ordering, receiving and maintaining inventory of supplies and materials.
- Monitors and processes requests submitted through the District tracking system.
- Assists in testing new computer programs; assists with database and system maintenance as directed.

Other Functions

- Performs related duties as assigned.

Job Requirements: Minimum Qualifications
Skills, Knowledge and Abilities

SKILLS are required to perform technical duties in the operation of standard office equipment including pertinent computer software; planning and organizing tasks and deadlines; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math; review and interpret complex materials; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job include: principles, methods and procedures of operating computers and peripheral equipment; principles and practices of data processing; computer hardware and software systems and software applications utilized by the District; scheduling requirements for special projects and production runs; record-keeping and report preparation techniques.

ABILITY is required to understand and follow oral and written instructions; create and meet schedules and timelines; work cooperatively and collaboratively with district staff, co-workers, vendors, and other professionals as needed; 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; detect errors and inaccuracies in data output.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The usual and customary methods of performing the job's functions require the following physical demands: standing; walking; sitting; using hands to finger, handle or feel objects, tools or controls; reach with hands and arms; bend; stoop; kneel; crouch; climb; talk and hear. The employee must lift and/or move up to 35 pounds. Specific vision abilities required by this job include close vision and distance vision. The noise level in the work environment is usually moderate.

Education/Experience

Any combination equivalent to: graduation from high school and three (3) years experience working with software applications and databases.

Required Testing

None Specified

Certificates & Licenses

Valid California Driver's License

Continuing Educ./Training

None Specified

Clearances

Pre-placement Physical Exam; TB Clearance; and Criminal Justice Fingerprint/Background Clearance.

"Sweetwater Union High School District programs and activities shall be free from discrimination based on age, gender, gender identity or expression, or genetic information, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation; the perception of one or more of such characteristics; or association with a person group with one or more of these actual or perceived characteristics." SUHSD Board Policy 0410

Office-Technical Job Description

Adopted by BOT 01/25/03

Revised 01/23/06

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Salary Range 60