GALT JOINT UNION ELEMENTARY SCHOOL DISTRICT

JOB TITLE: Information Systems Technician

DESCRIPTION:
To maintain the District's management information systems and related technologies. To manage the Student Information System (SIS), and other required data bases. Provide support to end users as well as training to users on hardware and various software programs. Acts as the Help Desk liaison for various network users and provide information to various offices and departments.

SUPERVISOR: Superintendent's Designee

TYPICAL DUTIES
1. Analyze phone calls from end users with computer-related software problems to determine problem solutions, responsible for training and in-service sessions;
2. Provide the administrator for District IT and users updates on the systems operations and changes in accordance with established procedures, assist in establishing standards for training and help-desk use;
3. Schedules and completes required Rollovers, updates, upgrades, related to data software;
4. Maintain continuing contact with users to assure implementation and software maintenance of systems;
5. Responsible for providing periodic training of new personnel in student database systems as well as in-service to existing personnel on changes in the system;
6. Responsible for assisting users in collecting, analyzing, compiling, information, and reporting data.
7. Assists with district-wide management, control and continued operation of the SIS and related systems;
8. Serve as District liaison between sites and technical support or vendor as required under the software SIS/State Data Systems agreement(s) with the vendor;
9. Compose correspondence and memos independently or from oral direction;
10. Perform a variety of clerical duties, word processing, proof-reading; filing, checking and recording information;
11. Maintain department files and records.
12. Perform other duties related to operation of technology department as required.

EMPLOYMENT STANDARDS
Support instructional and administrative programs in several areas. Principal areas are:

Information:
- Support and assist SIS users at sites and District office;
- Operate, control, update, and maintain SIS;
- Maintain system security and passwords for all user systems; make user add/changes;
- Support users of District information systems including student testing, instructional management systems, and other systems (examples: SASI/State Data Systems)

Help Desk:
- Provide initial problem definition and troubleshooting;
- Act as liaison between users and technical staff;
- Maintain service request tracking system as related to data management;
- Prepare and disseminate information through various methods including written documents, web pages, and other electronic means.

Training:
- Provide training in use of District SIS/State Data Systems software using various methods including conducting classes, individual training, and through electronic means;
- Create training materials to support user training such as manuals and workbooks;
- Facilitate user group meetings; assist with content for meetings and discussions;
- Schedule training classes, contact attendees and maintain associated records.

EDUCATION AND EXPERIENCE
- Full-time work experience at a school office site using related electronic computer equipment and software may be substituted a year-for-year basis.
- Two years full-time experience performing computer-based student record keeping and information processing in a school or college administrative office.

KNOWLEDGE OF:
- California public school data processing and record keeping systems;
- Office related software including word processing, email, spreadsheets, and database software;
- Equipment operation related to a variety of automated equipment;
- Networks and their operation and applicable software;
- Analytical techniques to diagnose user problems and offer corrective action;
- Computer hardware and equipment such as printers, scanning machines, etc.
- Practices, procedures, equipment and telephone techniques.

ABILTITY TO:
- Communicate effectively on the phone to resolve user problems when possible;
- Solve SIS issues through remote access including phone, email, and written communication;
- Operate and understand electronic computer equipment and software used in the District SIS services and related software;
- Maintain appropriate level of knowledge to solve end-user problems;
- Establish and maintain effective working relationships with end-users, coworkers and departmental officials;
- Provide training to users in computer software and hardware;
- Visit school sites;
- Work without close supervision.

WORKING CONDITIONS
- Management Information Systems office environment.
- Light Physical Effort
- Hear to accept calls: speak to offer solutions for user problems: see to perform job functions.

SALARY
Range W of the Classified Hourly Wage Schedule

Board Approved on October 22, 2014