



SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: SYSTEMS TECHNICIAN I (Grade 48)

DEFINITION:

Under general direction, trains school district personnel in the use of computers and peripheral equipment and a variety of computerized systems; makes recommendations for systems improvements; performs a variety of office/clerical tasks; reviews a variety of reports and records for compliance with guidelines.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:

Train SDCOE and school district staff in the use of computers and peripheral equipment.

Train and assist SDCOE and school district personnel in the application of a variety of systems.

Respond to inquiries from SDCOE and school district personnel regarding operational and computer systems where judgment and interpretation of policies, procedures or regulations are required.

Assist system users with data input during implementation and excess workloads.

Compile and update procedural manuals.

Work with staff and consultants to develop and improve operational and computer systems.

Review a variety of reports, forms and records for accuracy, completeness and compliance.

Maintain ledgers and prepare special and periodic reports which involves compiling materials and data from a number of sources.

Reviews financial and statistical records and documents and determine if expenditures are recorded in accordance with procedures and guidelines.

Compose, edit and type correspondence and documents.

Organize materials for meetings and workshops.

Answer telephone and greet clients.

Process mail.

Schedule appointments and meetings.

Organize and maintain files and records.

NON-ESSENTIAL FUNCTIONS:

Perform other related duties as assigned.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

Education, training and experience that demonstrates possession of the knowledge and abilities described above. Typical qualifying experience would include substantial office clerical experience demonstrating progressively responsible work assignments, and experience interpreting procedures or regulations. Experience in the use of computers on the job, or coursework in related areas, such as computer science, is also required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Standard office procedures and practices

The use of common office computer systems and software

ABILITY TO:

Communicate effectively orally and in writing in order to clearly explain procedures and requirements

Maintain complex files and records requiring attention to detail, interpretation and accuracy

Work with frequent interruptions

Work under pressure and meet strict deadlines

Utilize an on-line data system and interpret information displayed

Utilize effective telephone techniques in responding to inquiries and requests from a varied clientele

Work effectively independently and as part of a team with minimum supervision

Organize and prioritize work

Exercise appropriate judgment in making decisions

Maintain confidentiality of information

Demonstrate attendance sufficient to complete the duties of the position as required

Complete routine tasks thoroughly, accurately and with attention to detail

WORKING CONDITIONS & PHYSICAL ABILITIES:

Office setting.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate a computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

DISTINGUISHING CHARACTERISTICS:

This class differs from the position of Systems Technician II, the class of Systems Technician II handles more complex tasks associated with handling computer related issues with systems. It performs more user interface with a system as a primary role including troubleshooting problems and issues with system access.

Established	Approved by Personnel Commission	Revised	FLSA Status	Salary Grade
02/1996	2/16/1996	12/02; 7/11; 6/15; 6/16	Non-Exempt	48