

## **AGENT: INFORMATION SYSTEMS**

### **DEFINITION**

Under the direction of the Chief Technology Officer, plans, organizes, coordinates, evaluates, modifies, and implements operating systems, application software and network processes; performs a variety of complex technical duties to ensure accurate student data, particularly as related to California Longitudinal Pupil Achievement Data System (CALPADS) submissions, maintenance of Student Information Systems and Business application; supervises the operational and programming staff; analyzes user process needs; programs or assists in maintaining SQL database; prepares computer operational documentation and procedural guidelines; performs other related tasks as required and/or assigned.

### **ESSENTIAL DUTIES**

- analyzes and evaluates software packages
- evaluates system software updates as they relate to existing applications and system performance; determines the feasibility of modifying existing system software
- consults with technical, administrative, and "end-user" personnel in the development of alternative solutions to problems and situations affecting information system performance
- supervises operational and programming/analyst personnel; oversees implementation, debugging and maintenance of new system software, network and telecommunication systems
- plans, organizes, and prepares system software documentation and operating instructions
- provides assistance, consultation and training to end-users and Information Technology personnel
- supervises the planning, development, and preparation of technical standards, operational procedures and system performance objectives
- participates in developing, implementing, debugging and maintaining telecommunication, data base and other system software; may diagnose and correct software and hardware problems
- performs the duties and functions of a programmer/analyst in attaining maximum system performance
- participates in the development of technical specifications to be used in software and hardware proposals and quotation requests
- reviews, evaluates, and recommends system security configurations
- assists in the preparation of technical specifications for use in the process of bidding and quotation requests
- performs system performance analysis; implements system enhancements or takes action to overcome resultant deviations

### **PHYSICAL DEMANDS**

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- will frequently exert 20 to 40 pounds of force to lift, carry, push, pull, or otherwise move objects
- will sit most of the time, but will walk and stand for brief periods
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing oral information, both in person and over the telephone
- must possess the manual dexterity to operate micro-computers and business-related equipment and to handle and work with various objects and materials

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

### **QUALIFICATIONS**

**Knowledge of:** Principles, theory, design and optimal performance of computer operating systems and related software; principles, theory, techniques and strategies of data system analysis and design; technology related to electronic submission of data to the CDE and other organizations; software, operating, data base and telecommunications systems; assembly, procedural, and language control coding processes; data base developing and design; theory, methods, techniques, and procedures of writing programs for various computer operations; technical writing and training methods, techniques, and strategies; research and development strategies and techniques; proper English usage, spelling, grammar, and punctuation; mathematical concepts and processes.

**Ability to:** Effectively and efficiently supervise computer programmer/analyst and operational staff; test, interpret and implement system changes to enhance computer operations and correct operational faults; analyze user informational needs and problems; design clear and logical systems to meet specific requirements; plan, organize, and prepare technical documentation, operating procedures and management related reports in a clear and concise manner; communicate effectively in oral and written form incorporating a variety of technical concepts; work independently, with little or no supervision from the Director of Information Systems; understand and follow oral and written directions; establish and maintain cooperative working relationships.

### **EXPERIENCE AND EDUCATION**

**Experience:** Four years of paid, full time experience in programming, system design and implementation functions; programming in SQL is required.

**Education:** Verification of a Bachelor's or higher degree in Computer Science, Business Administration, or a closely related field; supplemental course work in information technology, data processing practices or other closely related fields is desirable.

**License Requirement:** Verification of the possession of a valid California Motor Vehicle Operator's License.

**Condition of Employment:** Insurability by the District's liability insurance carrier.

**06/17/2019**