

INFORMATION TECHNOLOGY CONTROL TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical data control functions and procedures to support and improve computer user operations; prepares and inputs data into and extracts reports from the District's computer system; insures the integrity of information in the District's data base; assists application users in resolving data processing hardware and software problems; assists in the determination of data processing operational and application controls, guidelines and procedures; performs assigned clerical duties and performs other related work as required.

ESSENTIAL DUTIES

- assists District data base system users in the resolution of data processing application problems, issues, and concerns
- reviews and evaluates input data and output reports to ensure adherence to operational and quality control procedures
- serves as a liaison to system users and provides routine technical assistance in developing solutions to user related problems and applications
- corrects or assists in the correction of routine errors within system reports and documents
- provides staff development and in-service training for department and school staff members
- assists in the preparation and maintenance of operational and system guides, information bulletins, and documentation manuals
- assists in the scheduling of department support staff work orders
- schedules operational time lines for system users
- monitors submission of required reports and activities by system users
- may assist in the development of master schedules for secondary schools
- coordinates assigned committee activities
- performs assigned clerical tasks

QUALIFICATIONS

Knowledge of: Methods, procedures, and techniques pertaining to various aspects of data processing application operations; data processing documentation standards and data processing program language; data base management operations and techniques; computer operating system design and theory appropriate to a resource sharing/time sharing system; data processing hardware, system software and service delivery methods, techniques and changes; principles of effective communication; modern office methods, procedures, and techniques; standard office machines and equipment.

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Ability to: Skillfully operate a microcomputer and computer terminal using related application software; analyze and develop solutions for data and/or systems problems; read, understand, interpret, and apply complex written computer instructions and information; apply knowledge of data processing systems to a wide variety of management and user service requests; communicate complex information effectively over the telephone; perform general clerical work with speed and accuracy; prepare clear and concise reports; communicate effectively in oral and written form; establish and maintain cooperative working relationships with system users and other staff members; understand and follow oral and written directions with minimal direction and supervision.

PHYSICAL DEMANDS

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

- will infrequently exert 10 to 35 pounds of force to lift, carry, push, pull or otherwise move objects
- will sit most of the time, but may walk or stand for brief periods; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing written and oral information, both in person and over the telephone
- must possess the manual dexterity to operate 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.

EXPERIENCE AND EDUCATION

Experience: Three years of experience in data processing operations, including a background in data base systems, systems user support, and a variety of program applications.

Education: Verification of a High School diploma, a GED certificate, or a higher degree. Supplemental extensive training in computer systems, record management, and general office practices is desirable. An Associate of Arts degree is preferred.

License Requirement: Verification of a valid California Motor Vehicle Operator's License is required.

Condition of Employment: Insurability by the District's liability insurance carrier may be required.