

INFORMATION SYSTEMS AGENT

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.

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