

# MODESTO CITY SCHOOLS

## JOB DESCRIPTION

### COMPUTER SYSTEMS TECHNICIAN

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#### **DEFINITION:**

Under the direction of the Senior Director-Information & Technology Services, perform a variety of technical duties in support of the Computer Systems department; generate, process and track new and replacement information technology orders; coordinate technology inventory and distribution of equipment, materials, parts, and supplies; process return material authorization (RMA) numbers for warranty repairs; perform a variety of diversified secretarial and clerical duties.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Perform a variety of technical duties in support of the Computer Systems department; generate, process and track new and replacement information technology orders; inspect order information and cost calculations to assure accuracy and completeness; verify adequate funding, required signatures, pricing, product, service and delivery information; identify and resolve issues and discrepancies.
- Serve as a liaison between Information and Technology Services, District sites and vendors regarding technology order status, shipping dates, pricing, product availability, and back orders.
- Maintain and monitor department surplus stock; manage distribution of assets including the generation of Property Transfer forms.
- Receive and check-in technology devices and assign to appropriate technicians through technology work order system.
- Maintain warranty information for all District computer hardware and software in the technology department work order system.
- Request and process return material authorization (RMA) numbers for in and out of warranty repairs and coordinate the day-to-day RMA activity; package defective devices and materials for return shipping.
- Contact vendors regarding tracking technology orders and RMAs.
- Develop, maintain and produce computerized statistical and computerized reports and forms.
- Monitor inventory levels of department supplies and equipment; order, receive and maintain inventory of supplies, materials and equipment.
- Input data into an assigned computer system; review input and output data for accuracy.
- Perform a variety of diversified clerical duties including typing, filing, duplicating and distributing materials.
- Research and compile information related to assigned programs and activities; establish and maintain filing systems.
- Receive and respond to telephone calls, send and receive emails; assist users in problem determination and solutions; respond to inquiries and provide detailed and technical information.
- Monitor department expenditures; reconcile monthly statements; maintain accurate auditable records of program revenues and expenditures by account.
- Attend and participate in meetings and in-services as assigned; schedule appointments and meetings.
- Perform special projects as assigned by the Senior Director.
- Communicate with personnel, vendors and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
- Drive a vehicle to conduct work.

#### **OTHER DUTIES:**

- Perform related duties as assigned.

## **REQUIRED QUALIFICATIONS:**

### **Education and Experience:**

- Any combination equivalent to: graduation from high school supplemented by college level course work in secretarial, clerical, accounting or related field and three years accounting, bookkeeping, clerical, secretarial experience performing complex work tasks.

### **Licenses and other Requirements**

- Valid California Class C driver's license.
- Must provide a DMV printout within five (5) work days of offer of employment.
- Maintain participation in CA DMV Assessment System/Automatic Pull Program.
- Typing certificate demonstrating an ability to type or enter data at a net rate of 45 words per minute.

## **DESIRED QUALIFICATIONS:**

- Associate's degree in secretarial/clerical, computer science, purchasing, accounting and some experience including computer data entry Two years college course work or training in secretarial, clerical, bookkeeping, accounting, or general office procedure skills, including computer data entry

### **Knowledge of:**

- Applicable technology purchasing policies, practices, procedures and terminology.
- Local vendors and sources of supply.
- Basic database and spreadsheet programs
- Internet researching tools and techniques.
- Use and terminology of requisitions, purchase orders, receivers and other purchasing documents.
- Modern office practices and procedures.
- Computer hardware systems and software applications utilized.
- Policies and objectives of assigned programs and activities.
- Record-keeping and report preparation techniques.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- District organization, operations, regulations, policies and objectives related to position.
- Operation of a variety of standard office equipment, a computer and assigned software.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Basic math computations.

### **Ability to:**

- Perform a variety of technical duties involved in the purchasing of various information technology materials, products and services for the District.
- Prepare, review, verify and process purchasing forms and documents including requisitions and purchase orders.
- Perform a variety of diversified secretarial and clerical duties
- Enter requisitions, receipts and verify quantities and prices.
- Identify, investigate and resolve discrepancies.
- Perform a variety of highly responsible tasks with speed and accuracy.
- Establish and maintain accurate records and files.

- Train and provide work direction.
- Analyze situations and take an effective course of action.
- Basic budgeting principles and practices.
- Work independently with little direction.
- Meet schedules and time lines.
- Communicate effectively both orally and in writing.
- Assemble, interpret and organize information and financial and statistical data for reports, manuals and schedules.
- Perform basic arithmetic calculations with speed and accuracy.

### **WORKING CONDITIONS:**

#### **Work Environment:**

- Indoor/Outdoor environment.
- Drive vehicle to conduct work.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information in person and on the telephone.
- Sitting or standing for extended periods of time.
- Seeing to read a variety of materials.
- Bending at the waist, kneeling or crouching to file materials.
- Lifting, carrying, pushing and pulling moderately heavy objects.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

**Cabinet Approved: 9/20/16**

**Unit Approved: 9/28/16**

**Board Approved: 10/17/16**

**FLSA Status: Non Exempt**