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DEFINITION:

Under the direction of the Supervisor-Systems & Operations, perform a variety of technical duties in support of the District's computer operations systems; assist with systems analysis and basic programming functions; process data according to operating instructions; perform system monitoring, systems backup management and batch processing.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Monitor computer system operations to ensure that established standards of service are being maintained; verify processing jobs are completed successfully; evaluate operations and recommend modifications; assist in the formulation of operation procedures and operating manuals.
- Develop written operating procedures, checklists for processing and printing of forms.
- Perform data processing operations; print checks and various forms produced from data processing operations.
- Inventory, track and order supplies and related materials; assist in recommending, receiving and maintaining supplies as assigned.
- Review systems logs, processing logs and backup logs to detect potential issues; maintain process for retaining logs.
- Monitor and implement necessary operating systems updates.
- Assist in the recovery of lost or corrupted data; coordinate response to emergencies and other serious operation problems and provide support as needed.
- Develop and maintain scripts to automate operations task, facilitate processing operations and perform critical data backup and recovery tasks.
- Develop and maintain software programs to perform systems cleanup tasks.
- Contact vendors to perform periodic maintenance, repair computer equipment, and order supplies.
- Establish and coordinate information systems operations calendar.
- Process scheduled or user's jobs at periodic interval or on special requests; answer questions about normal operational procedures and help resolve common problems.
- Create supply projection models to provide estimates for the department budget.
- Monitor applications and systems to make sure they are operational; perform resets to maintain proper and continued connectivity.
- Review application parameters to verify proper configuration prior to critical processing.
- Maintain various records, files and logs related to computer operation systems and assigned activities.
- Input data into an assigned computer system; generate a variety of computerized spreadsheets, queries, forms, charts and calendars.
- Operate a variety of computers, servers, assigned software and peripheral equipment; operate a printer, pressure sealer, forms jogger, and related equipment.
- Communicate with District personnel, vendors and outside agencies to exchange information and resolve issues or concerns; drive a vehicle to conduct work.
- Attend meetings and in-service trainings; maintain current knowledge of related computer operation systems and related software.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:
- Any combination equivalent to: graduation from high school and three years experience in a computer related field.

Licenses and other Requirements
- Valid California Class C driver's license.
- Must provide DMV printout within five work days of offer of employment.
- Maintain participation in CA DMV Assessment System/Automatic Pull Program.

DESIRED QUALIFICATIONS:
- Two years college level course work or training in computer science or information systems.

Knowledge of:
- Data processing, including software, telecommunication and hardware technology.
- Computer operating systems, applications software packages and their use.
- Backup and recovery methods.
- E-mail and calendaring programs.
- Word processing, database and spreadsheet programs.
- Create and initiate a mail merge using a word processing program.
- Applicable computer programming languages, utilities and applications used on specific operating systems.
- Internet search tools and techniques.
- Modern office practices, procedures and equipment.
- Record-keeping and report preparation techniques.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Methods of collecting and organizing data and information.
- Basic math.

Ability to:
- Perform computer operation, data processing production control.
- Perform complex tasks under pressure in production environment to meet timelines.
- Perform a variety of highly responsible tasks with speed and accuracy.
- Establish and maintain accurate records and files.
- Analyze situations and take an effective course of action.
- Independently assemble, interpret and organize information for reports, manuals and schedules.
- Perform basic tasks and arithmetic calculations with speed and accuracy.
- Work evening or variable hours.
- Assemble and prepare data for reports.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and time lines.
- Work independently with little direction.
- Communicate effectively both orally and in writing.

WORKING CONDITIONS:

Work Environment:

- Indoor/Office environment.
- Evening or variable hours.

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

Hazards:

- Exposure to cleaning chemicals from data processing machines.

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: ---

Unit Approved: 5/6/05

Board Approved: 5/31/05

FLSA Status: Non Exempt