

YOLO COUNTY OFFICE OF EDUCATION

CLASS TITLE: COMPUTER SYSTEMS SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide technical assistance to end-users utilizing student information and financial systems software applications; maintain and assure proper operation of the student and financial system hardware for Yolo County Office of Education and other contracted organizations; troubleshoot hardware and software failures.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide technical assistance to end-users utilizing software applications; prepare and run periodic reports for County Offices, school and departments.

Provide technical support to student information and financial system users; respond to user problems, troubleshoot and determine corrective measures; make appropriate adjustments and contact vendor regarding hardware/software failures.

Transport files to agencies for federal and State taxes; transmit financial information to Woodland County Treasurer, banks and districts; transfer files from mainframe to local PC and transfer applicable data electronically according to established procedures.

Maintain and assure proper operation of the student and financial system hardware for Yolo County Office of Education and other contracted organizations.

Assist in the addition or removal of peripheral equipment, such as printers, terminals, modems and other related equipment; monitor disk space and make appropriate corrections.

Troubleshoot hardware and software failures; troubleshoot and repair as necessary.

Respond to user needs regarding specific information from system; determine appropriate methods of gathering data and download information for user requests.

Maintain and assure proper operation of the daily tape backup system for YCOE managed computer systems; maintain backup tape library; label and store tapes according to established procedures.

OTHER DUTIES:

Attend and participate in staff meetings and in-services activities; attend workshops, conferences and classes to increase professional knowledge; maintain current knowledge of new technologies and software.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

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Ewing & Company

KNOWLEDGE OF:

Data processing operations, services and terminology.
Principles, practices and languages utilized in computer system operations.
Principles and techniques of system analysis in a database environment.
Capabilities, capacities and limitations of computer and peripheral equipment.
Proper use and operation of data processing equipment, software and system applications.
Personal computer software in multiple environments.
Data communication systems.
User training principles and practices.

ABILITY TO:

Provide technical assistance to end-users utilizing student information and financial system software applications.
Prepare and run periodic reports for County Offices, school and departments.
Operate a variety of computer equipment and related peripheral equipment.
Troubleshoot hardware and software failures and repair as necessary.
Operate modern office equipment.
Read, interpret, and apply concepts of complex technical publications, manuals and other documents.
Evaluate, and resolve complex programming problems.
Set up and operate microcomputer systems and peripheral equipment.
Identify and resolve computer systems and software malfunctions and procedural problems.
Understand the organization and operation of the assigned office and the County Office in order to assume assigned responsibilities.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science, management information systems or a related field and two years of experience in computer programming and operations.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Sitting for extended periods of time.

Hearing and speaking to exchange information in person or on the telephone.

Seeing to view a computer monitor.

Bending at the waist, kneeling or crouching.

Lifting and carrying up to 50 pounds.