

YOLO COUNTY OFFICE OF EDUCATION

CLASS TITLE: SENIOR COMPUTER SYSTEMS SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide specialized assistance to end-users utilizing student information and financial system software applications; maintain and assure proper operation of the Yolo County Office of Education and other contracted organizations; install system patches, monitor disk space and system performance; troubleshoot hardware and software failures; monitor County telephone system operation.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

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

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 information and financial system hardware for Yolo County Office of Education and other contracted organizations; install system patches, monitor disk space and system performance.

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; create periodic detailed reports regarding phone calls made and received, length, cost and usage; maintain spreadsheet including information for County extensions, usage, name, jack number and department.

Maintain and assume proper operation of County Office telephone system, including call accounting and voice mail systems; program moves, additions, and changes to PBX software; report problems or malfunctions with telephone systems to appropriate vendors; generate call accounting reports according to needs of business office.

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.

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:

Conduct physical inventory of supplies for Districts; prepare monthly reports; order supplies for Yolo County Office of Education, including payroll warrants, accounts payable warrants and other related items.

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:

KNOWLEDGE OF:

Principles and practices of project management.

Advanced principles, practices and languages utilized in programming and computer system operations.

Advanced principles and techniques of programming and system analysis in a database environment.

Operation and use of County telephone system and related devices.

Data processing operations, services and terminology.

Capabilities, capacities and limitations of computer and peripheral equipment.

Proper use and operation of data processing equipment, software and system applications, including software licensing.

Personal computer software in multiple environments.

Data communication systems.

Third and fourth generation languages and concepts.

User training principles and practices.

ABILITY TO:

Operate a variety of highly technical computer equipment and related peripheral equipment.

Operate modern office equipment.

Maintain County telephone system and related devices.

Read, interpret, and apply concepts of complex technical publications, manuals and other documents.

Analyze, evaluate, and resolve complex programming problems.

Independently set up and operate microcomputer systems and peripheral equipment.

Identify, analyze, 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

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systems or a related field and four 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 at least 50 pounds.