

EAST SIDE UNION HIGH SCHOOL DISTRICT

JOB TITLE: **Data Base and Applications Support Specialist**
 --Adult Education

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

Under limited supervision within a framework of standard policies and procedures, performs complex and responsible clerical and technical tasks concerning the division data base and assisting users with software and hardware problems related to the usage and access of the division data base. This job class provides a variety of responsible duties in assuring that the division's information systems tasks are completed properly and in a timely manner. The independent completion of these tasks requires in-depth knowledge of division operations and administrative procedures, specialized technical knowledge of electronic software, computers and devices, and frequent contact with the District's Information Systems Department.

SUPERVISOR: As Assigned

TYPICAL DUTIES:

Updates data and verification tables in the division data base for critical applications, such as a new calendar, screen generation, and report generation.

Maintain the division data base user access and security tables for certain privileges and information access including passwords, mail distribution lists for electronic mail and other critical software applications.

Accesses on-line services for electronic mail, special downloads and uploads using internet and/or dial-up services with modems.

Provides liaison services between administration and the district information systems department when adding new fields, removing old fields, and updating the basic structure of the division data base.

Creates a variety of batch processing procedures to update the division data base and generate custom reports on a daily, weekly, monthly, and yearly basis.

Assists users with problems and questions related to microcomputer systems hardware and software based on technical guidelines by the district information systems department.

Travels to other division locations to install or repair equipment, transport equipment, and/or to provide user assistance.

Upgrade software on microcomputers related to communications, terminal emulation and data base tools based on guidelines from the district information systems department.

Maintains a variety of records and logs related to assigned duties including data base updates and report generated and hardware/software problems and repairs.

Records operating procedures for processing, generating, and printing reports; maintains division data base documentation and applications manuals.

Performs routine cleaning and maintenance of computer and peripheral equipment.

Assists in the development/revision of manual and computerized forms.

Coordinates the work of office personnel to meet established timelines; assists in the performance of a wide variety of the more difficult clerical assignments.

Reviews work of office staff for accuracy and compliance to established standards and assists in the informal evaluation of office staff.

Acts as resource person to teachers, students, parents, and the general public regarding general and specific information on the policies, procedures, and activities of the division.

Guides and instructs other office employees in their work, oversees the work of student aides.

Prepares reports from data compiled and records kept as it relates to assigned program area(s) and submits reports to appropriate district or governmental office as required.

Reviews and verifies computer generated reports, records, and other material for accuracy, completeness, and conformity with established standards.

Develops or assists in the development of forms, worksheets, and record keeping systems for the collection, dissemination, and maintenance of needed information for specialized programs and functions within the division.

Collects data/information and compiles reports and other materials requiring the use of independent judgment and knowledge in assembling and categorizing data.

Performs related duties as required.

EMPLOYMENT STANDARDS

Completion of an AA or as degree in computer science or computer information systems or possession of a CDP certificate or the equivalent of 2-3 years of related experience.

Possession of a valid and appropriate California Driver's License.

Knowledge of the principles and techniques of relational data base concepts including hierarchical and flat files.

Knowledge of the standard query language.

Knowledge of computer command procedures for batch and/or interactive processing.

Knowledge of the principles and techniques applied in the operation of micro-computer equipment and related peripheral equipment.

Knowledge of proper office and record keeping methods, practices, and procedures.

Ability to understand and carry out both oral and written instructions.

Ability to operate personal computer hardware and software effectively.

Ability to quickly identify problem areas or situations, isolate problem causes, and take appropriate action to resolve problems identified.

Ability to type accurately at a rate required for successful job performance.