



## STOCKTON UNIFIED SCHOOL DISTRICT

**CLASS TITLE: SOFTWARE SUPPORT/DATA PROCESSING TECHNICIAN**

### **BASIC FUNCTION:**

Under the direction of the Director of Information Services, provide assistance to system users concerning software applications, operations and malfunctions; troubleshoot and diagnose computer problems and malfunctions; input data into an assigned computer system and generate computerized reports.

### **REPRESENTATIVE DUTIES:**

#### ESSENTIAL DUTIES:

Provide assistance to system users concerning software applications, operations and malfunctions; receive and respond to user telephone calls; provide technical troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel as needed.

Input data into an assigned computer system and generate a variety of computerized reports; analyze and respond to data processing requests; initiate queries, compile information, process reports and manipulate data as appropriate; print and process a variety of requested materials such as lists, forms, labels, report cards, letters, flyers, pamphlets and schedules.

Receive and log data and reporting requests; prepare requests for processing; review completed printing jobs for completeness and accuracy; operate bursting and decollating equipment in preparing completed printing jobs for distribution to appropriate agencies or personnel.

Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity, back-ups and designated programs and systems.

Maintain network system security, servers and databases; troubleshoot, diagnose and resolve system malfunctions and problems.

Prepare backup data files in accordance with established procedures; maintain library of back-up files.

Communicate with District personnel and outside agencies to exchange information and resolve issues or concerns.

## **Software Support/Data Processing Technician - Continued**

Train and provide technical support to District personnel in the proper operation of computer systems and software applications.

Maintain regular and prompt attendance in the work place.

### OTHER DUTIES:

Perform related duties as assigned.

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

- Principles, methods and procedures of operating computers and peripheral equipment.
- Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
- Computer hardware systems and software applications utilized by the District.
- Database structures, on-line applications and system capabilities of assigned computer systems.
- Data control procedures and data entry operations.
- Record retrieval and storage systems.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.
- Record-keeping and report preparation techniques.
- Technical aspects of field of specialty.

#### ABILITY TO:

- Provide assistance to system users concerning software applications, operations and malfunctions.
- Troubleshoot and diagnose computer problems and malfunctions.
- Input data into an assigned computer system and generate computerized reports.
- Perform a variety of network administration activities.
- Maintain network system security, servers and databases.
- Operate computers and peripheral equipment properly and efficiently.
- Process and print a variety of computer production runs according to established procedures.
- Review and verify input and output data to assure accuracy and efficiency.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.
- Operate bursting and decollating equipment.
- Determine appropriate action within clearly defined guidelines.
- Type or input data at an acceptable rate of speed.
- Maintain records.
- Understand and follow oral and written instructions.
- Prioritize and schedule work.
- Meet schedules and time lines.
- Develop and maintain cooperative working relationships with those contacted in the course of

## **Software Support/Data Processing Technician - Continued**

work.

- Carry out oral and written directions; write and speak at a level sufficient to fulfill the duties to be performed for the position described.

### **EDUCATION AND EXPERIENCE:**

Any combination of education, training and/or experience equivalent to: graduation from high school and two years experience working with software applications and databases.

### **WORKING CONDITIONS:**

#### ENVIRONMENT:

Indoor work environment.

#### PHYSICAL DEMANDS:

Employee in this position must have/be able to:

- Enter data into a computer terminal/typewriter and operate standard office equipment.
- Sit for extended periods of time.
- See and read a computer screen and printed matter with or without vision aids.
- Hear and understand speech at normal levels and on the telephone, with or without hearing aids.
- Lift and/or carry up to 25 lbs at waist height for 5-10 feet.
- Stand, walk and bend over.
- Reach overhead, above the shoulders and horizontally, grasp, push/pull.

Board Adopted: 1/11/05  
CSEA Chapter 821  
Salary Range: 44