

INFORMATION SERVICES TECHNICIAN III

DEFINITION

Under direction, to maintain and support the efficient operations, and procedures of instructional and administrative on premise and hosted on-line information systems, computers, and peripheral equipment.

EXAMPLES OF DUTIES

Interpret, implement, and support integrated systems operations; process daily systems requirements, i.e. imports, reports, printing, and data validations; establish yearly calendar for technology systems operations; schedule routine data operations and work flows to meet established deadlines; prepare and supervise operations documents and procedure manuals for accuracy and timeliness; provide assistance in program applications, computing devices and peripheral equipment for users of the District's computer systems; assist sites with help desk issues; develop user documentation for various software applications and distribute to appropriate personnel; assist in the analysis, evaluation and implementation of student information, business and similar systems; coordinates with the sites and departments in defining data requirements and timelines to create files and reports; analyze data to insure accuracy of information; may provide training seminars on a group and/or individual basis; maintain and analyze system logs of data reports, errors, problems, solutions and system accounting; and perform other duties as required.

QUALIFICATIONS

Knowledge of

Data information systems, equipment and software applications; training techniques; office automation; creating testing and user documentation; record keeping and report preparation techniques; correct oral and written communication skills.

Ability to

Detect errors in the material and data being processed; interpret and apply technical manuals and documents; develop operational procedures and related processes; independently do a variety of technical projects; prioritize workload; analyze data and draw conclusions such as determine seriousness of problem that warrants escalation; express ideas and give instructions effectively; make oral presentations; prepare clear, complete and concise reports; interpret and implement operating instructions; write user and system documentation; conduct group meetings; operate computer equipment; communicate effectively via telephone with tact, patience and courtesy; establish and maintain cooperative working relationships; keep current on District designated software and hardware and technological advances in the field.

Experience

Three years of integrated system operations experience and computing device troubleshooting; one year experience with networked environments.

Education

Any combination of education or experience equivalent to an Associate of Arts Degree from a two-year college or technical school. Technology emphasis preferred.

Physical Performance Requirements

Considerable standing, walking, or sitting much of the time with some bending, stooping, squatting and twisting. Lifting often involved. Weight of materials will vary, with employees regularly lifting and maneuvering 20 to 30 pounds.

Licenses

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

Board Approved: March 12, 1985

Revised: June 11, 1991

Revised: May 11, 1999

Revised: March 13, 2007, effective April 1, 2007

Revised: October 3, 2018; Board Approved: October 11, 2018