
Position:	System Operations Technician	FLSA:	Non-Exempt
Department/Site:	Information Technology Services	Salary Grade:	23
Reports to/Evaluated by:	Manager, Application Development & Support	Salary Schedule:	Classified

SUMMARY

Assists end users with resolution of application issues including working with programmers and analysts as necessary. Manages application security and configuration. Provides data to internal and external sources such as the County and State agencies by preparing periodic and custom reports from relational databases. Ensures database extraction meets reporting requirements including conversion of data to centralized tables for final data extraction. Establishes procedures and trains others on data entry requirements for multiple applications. Develops and maintains documentation of supported systems.

DISTINGUISHING CAREER FEATURES

Systems Operations Technician position provides support to multiple district essential applications including Zangle/Q, Tyler Munis. This position also requires the ability to interpret reporting requirements and prepare district systems for compliance. This may include the coordination of training individuals interfacing with systems, developing standardized data entry procedures. Must be able to troubleshoot scripting errors and coordinate resolutions with programmers and outside vendors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Generates a variety of reports to meet internal and external requirements such as, but not limited to, general administrative, financial, and academic information.
- Interprets reporting requirements and works with other staff to customize database instructions for new or changed reporting requirements. Develops schedule to meet reporting timelines. Analyzes test report and reviews data for accuracy.
- Troubleshoots data errors including reviewing and correcting scripts, analyzing table structures for conversion compatibility and working with programmers and outside vendors as needed.
- Trains data processors and staff on data entry protocols and requirements to ensure reporting accuracy and ease of data conversion from one set of tables to another.
- Provide desk top support for users having trouble accessing information.
- Participate in internal and external committees related to reporting requirements. Stays up-to-date regarding new and changing requirements and inform effected staff as appropriate.
- May build new queries and do basic script writing.
- Configure and maintain user permissions within respective applications and/or the district's network.

- Responds to requests and inquiries from system users. Provides training and creates documentation in data processing systems and report/data generation procedures.
- Participates in planning new projects, programs and evaluation of procedures.
- Responsible for testing of new releases, patches, fixes before implementation to production environment.
- Actively participate in available User Groups of products supported.
- Performs other duties as assigned that support the overall objective of the position.

QUALIFICATIONS

Knowledge and Skills: Requires a technical understanding of relational database structure, various district data centers and the full array of state and district reporting requirements. Requires knowledge of report generation processes including troubleshooting system and data errors. Requires an advanced knowledge of Excel features, i.e. Functions, Pivot Tables, Macros, and Filters. Requires a working knowledge of ODBC, SQL, query statements. Requires the knowledge and skill to set up and maintain files for report production within an integrated relational database. Requires knowledge of data conversion requirements from multiple sources. Requires well-developed data entry and keyboarding skills. Requires sufficient human relations skills to train small and large groups of employees, provide work direction, and serve customers in all departments.

Abilities: Requires the ability to perform all aspects of the position. Requires the ability to perform recurring and time-dependent tasks effectively in a team environment. Requires the ability to explain and interpret reporting requirements and data interface protocols. Requires the ability to determine the needs of individual departments, and to work with other departments to schedule work. Requires the ability to develop clear and precise documentation of technology procedures as it pertains to the systems supported. Must be able to operate computer equipment and applications associated with data processing operations. Must be able to identify errors, make appropriate corrections and work with programmers and vendors on resolving issues.

Physical Abilities: Position involves light to medium walking, standing, stooping carrying and lifting of light weight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

Education and Experience: The position requires Associates degree and one year of applicable experience. Additional experience can be substituted for higher education.

Licenses and Certificates: May require a valid driver's license.

Working Conditions: Work is performed indoors where minimal safety considerations exist.