

TORRANCE UNIFIED SCHOOL DISTRICT

CLASS TITLE: SYSTEMS SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Director - Information Technologies and Manager-Information System, provide computer user support to schools and user departments; train terminal and on-line computer work station users.

REPRESENTATIVE DUTIES:

Create accounts for new users in the business and student systems; configure student system and business system on individual computers. *E*

Test new equipment, software or technologies for use by the Information Technologies personnel and District personnel. *E*

Maintain lines of communication between the Information Technologies center and on-line users; coordinate information technology activities with schools and user departments. *E*

Respond to questions from users pertaining to problems with equipment or on-line operations. *E*

Maintain manuals to assure that user communication needs are met. *E*

Prepare schedules and provide materials for the conduct of classes for users. *E*

Provides support in the area of advanced software application and training. *E*

Assist users with query statements to obtain information from the system. *E*

Assist users to assure that software operates in a manner consistent with expectations; provide troubleshooting assistance as necessary; coordinate responses to users with programmers as necessary. *E*

Assist with a variety of reports, logs and records.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, methods and problems of operating mainframe, minicomputer or micro computer administration and operation, and related peripheral equipment.

Methods, practices, terminology and procedures used in computer operations.

Operation of computer work station in an on-line system.

Technical aspects of field of specialty.

Proper methods of storing equipment, materials and supplies.

ABILITY TO:

Adjust operational schedule according to priority production needs.

Detect errors and inaccuracy in data output reports.

Analyze situations accurately and adopt an effective course of action.

Understand and follow oral and written directions.

Plan and organize work.

Meet schedules and time lines.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by course work in computer science or related field and three years experience related to information services/ technology. A working knowledge and conceptual understanding of key software components such as word processing, spreadsheets, and database is required. In order to be successful, this position requires strong interpersonal skills in supporting end-users (varying degrees of expertise) in training or problem-solving situations.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL ABILITIES:

Bending, pushing, moving, lifting heavy objects. Dexterity of hands and fingers to operate a variety of computer equipment, hearing and speaking to exchange information and communicate, and vision to observe accuracy of computer printouts.