

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: COMPUTER TECHNICIAN II**

#### **BASIC FUNCTION:**

Under the direction of the Technology Operations Manager, operate the Help Desk and provide technical assistance concerning computer applications including the Student Information System, Financial System and others; provide user training in computer applications; maintain assigned District computer databases; initiate and process daily computer production jobs according to established time lines.

#### **ESSENTIAL FUNCTIONS:**

Operate the Help Desk and provide technical assistance concerning computer applications including the Student Information System, Financial System and others.

Provide user training in computer applications including the Student Information System, Document Routing System and others.

Maintain assigned District computer databases.

Initiate and process daily computer production jobs, including ad hoc report requests according to established time lines; perform data control and distribute nightly production runs; design and generate a variety of computerized reports.

Initiate hotline call documentation and refer computer issues to appropriate personnel or outside agency.

Troubleshoot data communications problems within the District Wide Area Network.

Prepare and maintain written procedures for various computer operation functions.

Assist and perform the duties of other Department personnel as required; assist in performing system management duties.

Maintain inventory of computer supplies.

Perform related duties as assigned.

#### **DEMONSTRATED KNOWLEDGE AND ABILITIES:**

##### **KNOWLEDGE OF:**

Principles, methods and procedures of operating mainframes, network servers, computers and peripheral equipment.

Computer hardware systems and software applications utilized by the District including MPE/ix, HP Spooler and Microsoft NT.

Diagnostic techniques and procedures used in computer hardware and software repair.  
Principles and practices of training users in computer applications.  
Scheduling requirements for special projects and production runs.  
Record-keeping and report preparation techniques.  
Interpersonal skills using tact, patience and courtesy.  
Oral and written communication skills.  
Basic math.

**ABILITY TO:**

Operate the Help Desk and provide technical assistance concerning computer applications including the Student Information System, Financial System and others.  
Provide user training in computer applications.  
Maintain assigned District computer databases.  
Process and print a variety of computer production runs according to established time lines.  
Operate computers and peripheral equipment properly and efficiently.  
Troubleshoot and repair basic system malfunctions and maintain system operation.  
Type accurately.  
Meet schedules and time lines.  
Maintain records and prepare reports.  
Understand and follow oral and written instructions.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.  
Maintain consistent, punctual and regular attendance.  
Move hands and fingers to operate a computer keyboard.  
Hear and speak to exchange information.  
Sit for extended periods of time.  
See to view a computer monitor.

**EDUCATION AND EXPERIENCE REQUIRED:**

Any combination equivalent to: graduation from high school and two years experience as a computer operator, including one year operating a help desk.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor environment.