

**SAN DIEGO UNIFIED SCHOOL DISTRICT
POSITION DESCRIPTION**

TITLE:	Information Technology Associate Operations Computer Systems Specialist	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	SALARY GRADE:	040 OTBS
ISSUED:	December 10, 2002		

BASIC FUNCTION:

Assist in the operations and monitoring of all computer systems, data communications networks, and related peripheral equipment; assist in identifying or targeting abnormalities and refer problems to the Information Technology Operations Computer Systems Specialist or the next higher level of support.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

E = Essential Functions

Assist in the operations and monitoring of all computer systems, data communications networks, and related peripheral equipment. **E**

Assist in reporting on current usage and trends. **E**

Take corrective action when problems occur or refer to IT Operations Computer Systems Specialist. **E**

Assist in providing customer support for trouble calls on the mainframe system and data communication network. **E**

Review and process production run instruction sheets and determine appropriate job and equipment setup in accordance with daily schedules. **E**

Process batch jobs and print corresponding reports; separate, sort and distribute reports to various district locations. **E**

Provide operational status to others before and after breaks and at beginning and end of assigned workday. **E**

Provide maintenance on assigned areas and equipment. **E**

Lift supplies, forms, and equipment weighing up to 75 pounds and rearrange cables and furniture to accommodate operational needs. **E**

Scan a variety of district survey, progress reporting and test forms, and prepare results for additional processing. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training, experience, and/or education equivalent to graduation from high school, supplemented by satisfactory completion of a recognized training course in computer systems, computer operations, or by passing industry-recognized tests, and one year of progressively responsible experience in the control and operation of both large and small scale computer systems. Experience must be in, or equivalent to, the district's current hardware and software environment.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid California driver's license.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operating techniques of modern, medium-to-large scale, high-speed digital computers, networks systems, and related equipment and software.

Personal computer (PC) operating systems.

High speed laser printer operation, configuration, maintenance, and troubleshooting.

Industrial impact printer operation and configuration

Technical aspects of field of specialty.

ABILITY TO:

Monitor and operate computers, computer peripherals, and data communication network.

Interpret technical data and specifications and communicate effectively with non-technical staff both orally and in writing.

Operate standard office equipment including microcomputers and related software applications.

Establish and maintain effective working relationships with district staff and vendors.

WORKING CONDITIONS:

ENVIRONMENT:

Work is typically performed in an indoor setting.

Exposure to noise on a continual basis in an air-conditioned environment.

PHYSICAL REQUIREMENTS:

Hearing and speaking to exchange information; seeing to read, prepare, and proofread documents; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally to retrieve and store files and supplies; the ability to lift up to 75 pounds.

NOTE:

Employees in this job class may be assigned to a first or second shift, or to a weekend schedule.

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Job Code 6166

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