

## VISTA UNIFIED SCHOOL DISTRICT

### CLASS TITLE: INFORMATION SYSTEMS SUPPORT SPECIALIST

#### BASIC FUNCTION:

Under the direction of the Director-Information Systems or designee, train, assist and support school site and administrative personnel in the operation and maintenance of assigned software applications, microcomputer; provide support services to District-wide computer users by maintaining and troubleshooting computer related problems; provide support and training for the process and submission of required reporting, utilization of relational database theory, and student information systems.

#### REPRESENTATIVE DUTIES:

##### ESSENTIAL DUTIES:

Develop queries to improve the efficiency of assigned systems and other application processing at school and/or other department sites in the District. *E*

Create, schedule, produce and send State reports such as CALPADS, OARS, Testing Pre-IDs. *E*

Plan, develop and distribute procedures and documentation of assigned systems; provide advisory and training support to District users as needed. *E*

Assist and monitor the conversion of files including the creation of transfer files and their integration with other District school site files. *E*

Assist school site and other personnel in the planning, development and definition of District school procedures and requirements as related to assigned software; document and distribute appropriate procedures and provide group and one-on-one training to users as needed. *E*

Design, develop, schedule and produce standard and customized reports on a scheduled or ad hoc basis from the assigned systems and other database systems. *E*

Establish specifications for special customization requests of the assigned system; define and document requirements, obtain approval from requestor, communicate with vendors, monitor development, test, and document procedures for use of final product; and instruct users. *E*

Operate and demonstrate the use of a variety of computer equipment, display units, printers, and peripheral equipment. *E*

Train and assist users to produce standard or customized reports, listing, file printouts, labels and other selective criteria searches from databases; provide training and support to users with regard to query functions and capabilities; develop system documentation and curriculum for training. *E*

Create and modify files to satisfy the requirements of special reports as requested. *E*

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**Ewing & Company**

Monitor new releases and interact with the vendor for corrective action. *E*

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Data processing application systems design and procedures.  
Relational database theory.  
Student Information systems.  
Basic training principles.  
Software applications used with the District.  
Query capabilities of data base management systems.  
District organization, operations, policies and objectives.  
Applicable sections of the State Education Code and other applicable laws.  
Modern office practices, procedures and equipment.  
Record-keeping techniques.  
Oral and written communication skills.  
Telephone techniques and etiquette.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

Train and assist individuals in the use of assigned software.  
Read, interpret and apply technical manuals and documentation.  
Develop queries and produce a variety of computer-generated reports.  
Detect errors in data output.  
Plan and organize work.  
Analyze situations accurately and adopt an effective course of action.  
Work independently with little direction.  
Meet schedules and time lines.  
Communicate effectively both orally and in writing.  
Understand and follow oral and written directions.  
Maintain records and prepare reports.  
Prioritize and schedule work.  
Read, interpret, apply and explain rules, regulations, policies and procedures.  
Observe legal and defensive driving practices.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school supplemented by two years of college-level course work in computer science or three years increasingly responsible experience in the maintenance of complex software systems.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

**PHYSICAL DEMANDS:**

Seeing to operate equipment.

Hearing and speaking to exchange information.

Lifting computer equipment.

Sitting for extended periods of time to operate computers.

P.C. Revisions appvd: 8/12/03

Personnel Commission Revisions accepted: 7/24/12