

## **CONTRA COSTA COUNTY OFFICE OF EDUCATION**

### **CLASS TITLE: DISTRICT TECHNOLOGY SUPPORT ANALYST**

#### **BASIC FUNCTION:**

Under the direction of the Director II, District Business Services, serve as technical advisor and resource to school districts in the County and to various County Office departments in areas relating to technology; train and support users on various software applications and data queries; prepare operating instructions and procedures and update user manuals.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Serve as technical advisor and resource to school districts in the County and to various County Office departments in areas relating to technology; receive and respond to phone calls and e-mails from districts related to various technology-related problems and procedures; analyze complex user problems, evaluate alternatives and devise efficient cost-effective, user-friendly solutions.

Train and support users on various software applications and data queries and application software screens; train users in the process and selection of data queries; conduct training workshops and assist districts in changing current procedures; assist districts in data conversion activities.

Perform complex data queries in areas related to budgeting, benefits, census, SUI, payroll, personnel and others as directed; submit queries to districts and appropriate personnel in a timely manner.

Work with programmers in the design and modification of current procedures and new procedures; test new and updated program enhancements.

Notify users of system-wide problems; participate in the resolution of system malfunctions and problems.

Prepare operating instructions and procedure manuals as needed; update, print and organize user manuals; provide manuals to users as requested; prepare and maintain records and reports related to assigned activities; maintain data processing calendars for payroll, human resources and finance.

Participate in the review and definition of functional area processes and procedures regarding requirements, organization and flow of data, methods and forms.

Operate a computer and assigned software; operate standard office equipment as assigned; drive a vehicle to various sites to conduct work.

Communicate with various departments and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Attend and conduct various meetings related to assigned activities.

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Participate in budgeting activities for districts as needed; provide support in the preparation of various financial records, queries, or reports.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Principles and techniques of business process analysis and design.

Elements of systems and procedure analysis.

Principles of program design and testing.

Principles of operations of computer technology.

California schools payroll, human resources and finance functions and terminology.

Database functions and structure.

Principles of training and supporting technology users.

Interpersonal skills including tact, patience and courtesy.

Oral and written communication skills.

Record-keeping techniques.

**ABILITY TO:**

Serve as technical advisor and resource to school districts in the County and to various County Office departments in areas relating to technology.

Train and support users on various software applications and data queries.

Prepare and develop operating instructions and procedures and update user manuals.

Produce complex queries as directed.

Work with programmers in the development and maintenance of new programs or enhancements.

Analyze complex user problems, evaluate alternatives and devise efficient cost-effective, user-friendly solutions.

Understand multiple database structures.

Communicate complex, technical application issues clearly to non-technical parties orally and/or in writing.

Plan and organize work.

Work independently with little direction.

Meet schedules and time lines.

Establish and maintain cooperative and effective working relationships with others.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in information technology or related field and three years increasingly responsible experience in the technology field.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor environment.

Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of materials.

Dexterity of hands and fingers to operate a computer keyboard.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.