

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: TECHNOLOGY SUPPORT LIAISON

BASIC FUNCTION:

Under the direction of the Director II, Technology Systems, provide assistance to system users concerning computer operations, software applications and malfunctions; assist with troubleshooting and diagnosing computer problems and malfunctions; perform a variety of computer operations involved in maintaining databases and generating routine reports.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Provide assistance to system users concerning computer operations, software applications and malfunctions; train users in standard technology applications; provide general troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel as needed; assure compliance with financial, legal and administrative requirements.

Input a variety of data into an assigned computer system such as time cards, purchase orders, payment and stores requisitions, travel requests and others as assigned; maintain various automated records; initiate queries to extract data and generate routine computerized reports; assure accuracy of input and output data.

Assist system users with resolving a variety of problems related to peripherals, internet access, log-on issues, report printing and e-mail access.

Receive and log data, computer repair and reporting requests; schedule and arrange for computer hardware and software maintenance, installations and repairs as needed.

Perform network and application software upgrades; maintain the accessibility of network servers; implement new technology rollouts; create and maintain user's network accounts; document related procedures.

Communicate with County Office personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Perform variety of assigned support duties such as answering telephones, receiving and sorting mail, processing forms and applications, and duplicating materials; compose documents and related communications to school and district personnel and State officials.

Participate in the set up of audio-visual and technology equipment for meetings.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

August 2005

Maintain various records related to assigned activities; create and maintain on-line forms used by the County Office.

Participate in the planning, development, configuration, upgrades and operations of new technology applications and systems.

Participate in the development, maintenance and balancing of the annual budget for technology systems.

Attend a variety of meetings as required including liaison meetings; attend and participate in training activities; assist in planning and implementing retreats and other meetings as assigned.

OTHER DUTIES:

Monitor and provide repair for the WAN and LAN in the absence of Network Engineers.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

General principles of computer technology.

Basic diagnostic techniques and procedures used in computer repair.

Principles, methods and procedures of operating computers and peripheral equipment.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Data control procedures and data entry operations.

Principles and practices of data processing.

Record retrieval and storage systems.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Record-keeping techniques.

Modern office practices, procedures and equipment.

ABILITY TO:

Provide assistance to system users concerning computer operations and software applications.

Assist with troubleshooting and diagnosing computer problems and malfunctions.

Perform a variety of computer operations involved in maintaining databases and generating routine reports.

Learn computer hardware systems and software applications utilized by the County Office.

Learn database structures, on-line applications and system capabilities of assigned computer systems.

Operate standard office equipment including a computer and assigned software.

Type or input data at an acceptable rate of speed.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Understand and follow oral and written instructions.

Meet schedules and time lines.

Perform various clerical duties related to assigned activities.
Maintain records related to work performed.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate's degree in computer science, information technology or related field and two years experience with the maintenance and operation of computers and networks, help desk support or related duties.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person and on the telephone.
Seeing to view a computer monitor and read a variety of documents.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching.