CAPISTRANO UNIFIED SCHOOL DISTRICT
San Juan Capistrano, California

INFORMATION SYSTEMS SPECIALIST II

DEFINITION

Under general supervision, provides technical support to school site and district office staff for student computer software applications; interfaces with software and hardware vendors; provides assistance and training to users on computer operation.

EXAMPLES OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provides technical support developing solutions to user-related problems and application systems.
2. Organizes and prepares application software documentation, procedural documentation, and operation instructions.
3. Assists in the analysis, evaluation and implementation of student information systems.
4. Provides training to users of the student information systems software in both a classroom environment and by telephone.
5. Reviews and evaluates software and makes recommendations on same.
6. May design, write or modify computer programs as needed.
7. Reviews and evaluates procedures, schedules and system controls.
8. Evaluates data and reports and maintains quality control.
9. Operates computer and printer and scanning equipment as required.
10. Interfaces with software and hardware vendor personnel to resolve technical issues.
11. Creates data reports, and perform file transfers and data conversions.
12. Reports progress status and problem to supervisor or to Specialist III.
13. Performs other related duties as required.

QUALIFICATIONS

Knowledge of:

Principles, techniques, methods, and procedures pertaining to the various aspects of networked computer systems; appropriate computer hardware and software systems; computer analysis and operation techniques; programming languages, methods and techniques of training; knowledge of database development techniques and software used to implement them.

Ability to:

Effectively and efficiently formulate, implement and maintain computer systems; prepare and present clear and concise reports; to use various programming languages; analyze data and situations; reason logically and creatively identify problems; draw valid conclusions and develop effective solutions; apply creative thinking in design and development of methods of processing data with computers; coordinate work with activities of other technical personnel; adapt to changing technologies and learn functionality of new equipment and systems; speak and write effectively; coordinate work with activities of other technical personnel understand and carry out oral and written instructions; establish and maintain cooperative working relationships; comply with the District's customer service standards, as outlined in Board policy.

Education/Experience:

Any combination equivalent to: An Associate of Arts degree in computer technology or related field, plus two years of progressively responsible experience at the same level of specialist I. Experience at same level may be substituted for the college education requirement on a year-for-year basis.

License/Certificate Requirement:

Possession of a valid California Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate computer equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

10/98
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