

SANTA CRUZ COUNTY OFFICE OF EDUCATION

DATA PROCESSING TECHNICAL ASSISTANT

DEFINITION

Under general supervision, to perform a variety of technical duties involved in operating and maintaining data processing equipment used in the processing of user reports, printouts, and materials; and to provide hardware and software technical guidance and support to users of the data processing systems.

SUPERVISION EXERCISED

Exercise no supervision over County Office staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Perform a variety of data processing applications on central office mainframe system.

Perform and monitor system backup; monitor jobs in progress; determine and perform corrective action as necessary.

Schedule work for completion by established deadlines.

Print payroll and vendor warrants and reports; burst, decollate, and distribute reports.

Store data on magnetic tapes; maintain inventory of tapes used; file tapes and other media in appropriate locations.

Assist users in the development and modification of applications for data processing; take appropriate action on user requests regarding report printouts and suggested program enhancements; resolve routine user questions and inquiries; serve as a resource in the overall operation of computer programs.

Provide technical support to users; troubleshoot computer, printer, monitor, modem, and multiplexer malfunctions; analyze system halts and operating problems with multiplexers and modems; determine and perform corrective action; request outside computer service repair.

Test new software for microcomputers and printers to ensure effective performance; test and research new products to determine ability to fulfill user needs.

Install, move, and troubleshoot computer hardware, software, and peripherals at remote sites to connect to central office mainframe; make cable connectors.

Maintain records of users, equipment, maintenance contracts, and other information; bill users for maintenance fees, processing fees for tapes and reports, and supplies.

Add and renew contracts, memberships, and subscriptions with other agencies; add, delete, and renew subscriptions for magazines/software library.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Order and inventory materials and supplies for the Data Processing Department; process purchase orders; assist in monitoring budget for computers and office supplies; receive and return goods; surplus obsolete computer equipment and other items utilizing set guidelines.

Write and update documentation of operational procedures.

Perform general maintenance and cleaning of data processing equipment.

OTHER JOB RELATED DUTIES

Provide back up to the Computer Service Specialist as needed.

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles, methods, techniques, procedures, and practices of modern computer and microcomputer systems, development, and usage.

Word processing, spreadsheet, and database software applications.

Modern office practices, methods, and computer equipment.

Principles and procedures of record keeping.

Basic mathematical principles.

Safe work practices.

Safe driving principles and practices.

Skill and Ability to:

Operate a variety of highly technical computer equipment and related peripheral equipment.

Operate modern office equipment.

Type at a speed necessary for successful job performance.

Operate a motor vehicle safely.

Read, evaluate, interpret, and follow technical documentation including manuals and simple wiring diagrams.

Perform mathematical computations with speed and accuracy.

Plan and organize work to meet schedules and timelines.

Skill and Ability to (Continued):

Work under general supervision within a well-defined framework of standard policies and procedures.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Equivalent to the completion of the twelfth grade, supplemented by specialized training in computer technology and usage.

Experience:

Two years of experience in computer technology and usage.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

SPECIAL REQUIREMENTS

The physical demands described here 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 functions. Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment with the ability to sit for long periods of time and sustain repetitive motion of writes and hands for intervals of time. Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, climb, and lift 40 lbs. Confining work space. Exposure to noise, chemicals, mechanical hazards, and electrical hazards.

Ability to travel to different sites and locations.

Approval Date: August 24, 1994.