

# SCHOOL DISTRICT OF ESCAMBIA COUNTY

## JOB DESCRIPTION

### TECHNICIAN I – DATA SUPPORT

#### QUALIFICATIONS:

- (1) Two (2) year college degree in Systems Science or two (2) year technical degree in Data Processing; or,
- (2) Minimum of seven (7) years experience in the data processing field and a minimum of four (4) years experience with student data.
- (3) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

#### KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the District Wide Area Network (WAN). Knowledge of Internet / World Wide Web (www). Knowledge of workstation operating systems. Knowledge of District word processor. Knowledge of District P.C. database. Knowledge of the District Student Information System and mainframe query / reporting software used in user ad hoc reporting and data verification. Ability to operate a minimum of three (3) of the District mainframe applications. Ability to plan, organize and prioritize activities. Ability to communicate effectively, both orally and in writing. Ability to maintain a professional manner during negative stressful situations.

#### REPORTS TO:

Manager I – Data Support

#### JOB GOAL

To provide District staff with the knowledge and skill necessary to utilize District computer hardware and software applications, provide support for problems encountered and assist in providing solutions for problems.

#### SUPERVISES:

N/A

#### PERFORMANCE RESPONSIBILITIES:

##### Service Delivery

- \* (1) Assist other Technician I – Data Support and Technician II – Data Support as needed.
- \* (2) Support user access to mainframe, E-mail and other applications.
- \* (3) Support instructional staff in the use of Internet / World Wide Web (www).

## **TECHNICIAN I– DATA SUPPORT (Continued)**

- \* (4) Support user access to District software and information.
- \* (5) Maintain information in an accessible fashion and support users in doing the same.
- \* (6) Support users, schools, District administration and Department of Education (DOE) reporting processes in collecting, verifying, reporting and managing student information.
  
- \* (7) Communicate detailed instructions to users in distress.
- \* (8) Plan and implement activities to accomplish goals and provide periodic status to supervisor.
- \* (9) Utilize the District calendar, School Board policy, DOE procedures and policies, scheduling, prioritizing and accomplishing assigned work.
- \* (10) Involve stakeholders in the definition of the process and consider all guidelines in the completion of a task.

### **Inter / Intra-Agency Communication and Delivery**

- \* (11) Work closely with District and school staffs to support school initiatives and processes.
- \* (12) Disseminate information to appropriate personnel in a timely manner.
- \* (13) Respond to inquiries and concerns in a timely manner.
- \* (14) Keep supervisor informed of potential problems or unusual events.

### **Professional Growth and Improvement**

- \* (15) Keep well informed about current trends and best practices in areas of responsibility.
- \* (16) Maintain expertise in assigned areas to fulfill department goals and objectives.
- \* (17) Promote and support professional growth for self and others.
- \* (18) Maintain a network of peer contacts through professional organizations.
- \* (19) Develop annual goals and objectives consistent with and in support of District goals and priorities.
- \* (20) Attend training sessions, conferences and workshops to keep abreast of current practices and programs.

### **Employee Qualities / Responsibilities**

- \* (21) Demonstrate initiative in the performance of assigned responsibilities.
- \* (22) Provide for a safe and secure workplace.
- \* (23) Model and maintain high ethical standards.
- \* (24) Follow attendance, punctuality and proper dress rules.
- \* (25) Maintain confidentiality regarding school matters.
- \* (26) Maintain positive relationships with staff and vendors.
- \* (27) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.

### **System Support**

- \* (28) Prepare or oversee the preparation of all required reports and maintain appropriate records.
- \* (29) Follow all School Board policies, rules and regulations.
- \* (30) Exhibit interpersonal skills to work as an effective team member.
- \* (31) Demonstrate support for the School District and its goals and priorities.

**TECHNICIAN I– DATA SUPPORT (Continued)**

- (32) Perform other incidental tasks consistent with the goals and objectives of this position.

**PHYSICAL REQUIREMENTS:**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District’s approved compensation plan.

Length of the work year and hours of employment shall be those established by the District.

**EVALUATION:**

Performance of this job will be evaluated in accordance with provisions of the Board’s policy on evaluation of personnel.

**Job Description Supplement No. 12**

\*Essential Performance Responsibilities

**Professional Salary Schedule – Pay Grade 11**

**Date of Board Approval: October 21, 2001**

**Date of Revision: April 21, 2009**