

## MODESTO CITY SCHOOLS

PROPOSED

Job Description

JC# 1426

### SYSTEMS AND OPERATIONS SPECIALIST

#### OVERALL RESPONSIBILITY

Under the direction of the Director I, Information and Technology Services, the position performs a variety of technical duties in support of the District's operations; assist with systems analysis and basic programming functions; process data, system operations and support, according to operating instructions; perform system monitoring, systems backup management, and batch processing as well as general operations of various systems.

#### SPECIFIC RESPONSIBILITIES

1. Monitor systems operations to ensure that established standards of service are being maintained; verify processing jobs are completed successfully; evaluate operations and recommend modifications; assist in the formulation of operation procedures and operating manuals. *E*
2. Assist users/customers in the operation of various systems and modules as needed. *E*
3. Develop written operating procedures and checklists for processing and the printing of forms. *E*
4. Perform data processing operations; print checks and various forms produced from data processing operations. *E*
5. Inventory, track and order supplies and related materials; assist in recommending, receiving and maintaining supplies as assigned. *E*
6. Review systems logs, processing logs and backup logs to detect potential issues; maintain a process for retaining logs. *E*
7. Monitor and implement necessary operating systems and application updates. *E*
8. Develop and maintain scripts to automate operation tasks, facilitate processing operations and to perform critical data backup and recovery tasks. *E*
9. Develop and maintain software programs to perform systems cleanup tasks. *E*
10. Contact vendors to perform periodic maintenance and repair equipment and order supplies. *E*
11. Establish and coordinate the information systems operations calendar. *E*
12. Process scheduled or user's jobs at a periodic intervals or on special requests; answer questions about normal operational procedures and help resolve common problems. *E*
13. Create supply projection models to provide estimates for the department budget. *E*
14. Assist in the recovery of lost or corrupted data; coordinate response to emergencies and other serious operation problems and provide support as needed. *E*
15. Monitor applications and systems to make sure they are operational; perform resets to maintain proper and continued connectivity. *E*
16. Review application parameters to verify proper configuration prior to critical processing. *E*

## **SYSTEMS AND OPERATIONS SPECIALIST (continued)**

17. Maintain various records, files, and logs related to computer operation systems and assigned activities. *E*
18. Input data into an assigned computer system; generate a variety of computerized spreadsheets, queries, forms, charts, and calendars. *E*
19. Operate a variety of computers, servers, assigned software, and peripheral equipment; operate a printer, pressure sealer, forms jogger, and related equipment. *E*
20. Communicate with District personnel, vendors and outside agencies to exchange information and resolve issues or concerns; including traveling throughout the district to resolve issues on site. *E*
21. Attend meetings and in-service training; maintain current knowledge of related computer operation systems and related software. *E*
22. Maintain participation in CA DMV Assessment System/Automatic Pull Program. *E*
23. Utilize technology to input, create, maintain or update records, reports, or other related information.
24. Effectively communicate and maintain cooperative relationships with those contact during the course of work.
25. Perform other related duties as assigned.

## **SALARY**

Classified Unit Salary Schedule

## **QUALIFICATIONS**

### **Knowledge/Ability**

#### **Minimum Requirements:**

- Knowledge of data processing, general systems operations and support including software, telecommunication and hardware technology.
- Knowledge of computer operating systems, applications software packages and their use.
- Knowledge of backup and recovery methods.
- Knowledge of E-mail and calendaring programs.
- Knowledge of word processing, database, and spreadsheet programs.
- Knowledge of applicable computer programming languages, utilities, and applications used on specific operating systems.
- Knowledge of internet search tools and techniques.
- Knowledge of modern office practices, procedures and equipment.
- Knowledge of interpersonal skills using tact, patience, and courtesy.
- Knowledge of methods of collecting and organizing data and information.
- Ability to create and initiate a mail merge using a word processing program.
- Ability to understand and carry out oral and written instructions given in English.
- Ability to use correct English grammar, syntax, spelling and punctuation.
- Ability to perform computer operation, data processing production control.
- Ability to perform complex tasks under pressure in a production environment to meet timelines.
- Ability to perform a variety of highly responsible tasks with speed and accuracy.
- Ability to analyze situations and take an effective course of action.
- Ability to independently assemble, interpret and organize information for reports, manuals, and schedules.

## SYSTEMS AND OPERATIONS SPECIALIST (continued)

### QUALIFICATIONS

#### Knowledge/Ability

##### Minimum Requirements:

- Ability to perform basic tasks and arithmetic calculations with speed and accuracy.
- Ability to type or input data with speed and accuracy.
- Ability to meet schedules and timelines.
- Ability to work independently with little direction.
- Ability to maintain confidentiality for all data systems information, user-specific data, (i.e. email, database information, payroll, etc.).
- Ability to work cooperatively with a wide variety of personalities and situations.

#### Experience

##### Minimum Requirement:

- Three (3) years experience in a computer-related field.

##### Desired Qualifications:

- Data processing and general system operations and user support preferred.

#### Education

##### Minimum Requirement:

- High School diploma or General Education Development (GED) Certificate or California High School Proficiency Examination (CHSPE) Certificate.

##### Desired Qualifications:

- Two (2) years college-level course work or training in computer science or information systems or more than three (3) years experience in a related field.

#### License(s)/Certificate(s)/Permit(s)

- Valid California Driver's License – Class C.
- Must provide DMV printout within five (5) work days of offer of employment.

#### Physical Requirements

##### With or without the use of aids:

- Sufficient vision to read small print.
- Sufficient depth perception to work on computers and related equipment.
- Sufficient hearing to hear normal and telephone conversations.
- Ability to speak in an understandable voice and with sufficient volume to be heard at a normal conversation distance and on the telephone.
- Sufficient dexterity to manipulate small objects, print or write legibly, or use a computer.
- Sufficient physical ability to sit or stand for prolonged periods.
- Sufficient physical ability to reach horizontally and vertically with arms.
- Sufficient physical ability to lift and carry fifty (50) pounds.

### REPORTS TO:

Director I, Information and Technology Services or designee

Cabinet Approved: 2/11/20

Unit Approved:

Board Approved: