

Range 40  
Hrs. 8  
Wks. 40  
Mos. 12

SHASTA - TEHAMA - TRINITY  
JOINT COMMUNITY COLLEGE DISTRICT

JOB TITLE: Computer Applications Technician

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

Under direction to perform systems and operations tasks on Information Services systems serving faculty, staff, and students campus wide; coordinate technical training and documentation. Implement and support information systems applications including technical support of administrative software and computer operations. Assist with data analysis to assure accurate reporting and data integrity. Perform standardized and ad-hoc query and reporting functions. As an administrative applications expert, assist in ensuring the effective utilization of the College's information services systems by working with the District's various business units in defining operational requirements, procedures and enhancements that improve operational efficiencies.

SUPERVISOR: Information Services Technology Supervisor or designee

TYPICAL DUTIES:

- Coordinates information services resources to facilitate information processing; communicates with users to assure quality service is provided and maintained; processes requests for change and new service.
- Provides technical assistance and information to users; assists users with problems and questions concerning the use of information systems, telephones and application software.
- Assists staff and represents the users' interests during requirements analysis and application development tasks.
- Develops and designs screens for user applications to insure that they are user friendly and meet user requirements.
- Develops queries and reports to meet the standard and ad-hoc reporting needs of users.
- Works with users on defining reporting needs and data analysis.
- Diagnoses and resolves information system problems; requests assistance from other Information Systems personnel as needed.
- Assists with database design, analysis and management for information systems applications.
- Works with technical staff and users to define appropriate database scope for various administrative applications and reporting needs.
- Works collaboratively to assist in the preparation of all state required reports, such as MIS reporting, CCFS-320 reporting and other similar local, State and Federal reporting requirements.
- Prepares and implements training programs in the use of new and existing applications including information systems, portal, web and administrative software applications.

## STTJCCD: Computer Application Technician

- Develops and maintains technical specifications, user manuals, technical bulletins and other related user documentation.
- Coordinates and independently initiates operational and system improvements to increase efficiencies and ease of use administrative applications.
- Identifies, tests, and maintains system and database updates and corrections.
- Provides District wide support, training and regular updates to all users on changes, fixes and work in progress.
- Provides consultation services and assistance to managers and supervisors in the development of complex system reports and in the analysis of system and application problems and service needs and/or solutions.
- Reviews and recommends revisions to all documentation to assure auditing standards and guidelines are met.
- Remains current concerning advancements in the field of information systems, peripheral equipment and related supplies.
- Performs related duties as assigned.

## EMPLOYMENT STANDARDS

### Knowledge of:

- Enterprise Resource Planning systems concepts and products.
- Collection and organization of pertinent data and information.
- Principles of database structure and design.
- Operations, equipment, procedures and formats used in information processing.
- Microsoft Office Suite.
- Principles, practices and techniques of training and providing technical instructions.
- Basic elements of documentation preparation.
- Record-keeping techniques.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, punctuation, vocabulary.
- Applicable sections of State Education Codes, laws, codes, regulations and policies related to specialty area.
- Interpersonal skills using tact, patience and courtesy.
- Telephone techniques and etiquette.

## STTJCCD: Computer Application Technician

### Ability to:

- Operate information systems software and hardware.
- Diagnose, resolve and document information system problems.
- Develop and run routine and standardized queries.
- Prepare, implement and present training programs.
- Understand the requirements and act upon requests from faculty, staff and administrators for technology support.
- Establish and maintain communications with users.
- Remain current concerning advancements in field of specialization.
- Design, prepare and edit manuals and procedures.
- Exercise critical thinking skills in analyzing and interpreting data.
- Accurately interpret institutional policies and procedures.
- Learn department and program objectives and goals.
- Plan and organize work. Meet schedules and time lines.
- Establish and maintain cooperative and effective working relationships with others.
- Communicate effectively both orally and in writing.
- Analyze situations accurately and adopt an effective course of action.

### Education/Experience:

- AA/AS degree with a major in information technology or business or other related major. BS or BA degree desirable.
- Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. Typical experience would be two years of increasingly responsible experience performing duties comparable to those assigned to a Computer Applications Specialist.
- Datatel/Colleague applications experience.
- SQL database and/or query knowledge.
- Financial, Human Resources, Payroll, Curriculum, Student Support systems background.
- Demonstrated strong interpersonal communications skills.

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