



**SHASTA-TEHAMA-TRINITY JOINT COMMUNITY COLLEGE DISTRICT
POSITION DESCRIPTION**

POSITION TITLE:	Research Technician	
JOB CLASSIFICATION:	<input type="checkbox"/> Administrator - Educational	<input type="checkbox"/> Confidential
	<input type="checkbox"/> Administrator - Classified	<input checked="" type="checkbox"/> Classified
	<input type="checkbox"/> Faculty	
RANGE:	33	
HOURS PER DAY:	Up to 8	
HOURS PER WEEK:	Up to 40	
MONTHS PER YEAR:	Up to 12	
REPORTS TO:	Director of Institutional Research or designee	

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

The Research Technician distributes, collects, presents, maintains, and processes various research data and records in support of the District's Office of Research and Planning. The incumbent performs administrative support including entering information into computer systems, filing, and record keeping in support of research related programs and operations. Employees in this classification receive limited supervision within a framework of standard policies and procedures. Employees in this classification may train, monitor, and review the work products of other staff for timeliness, accuracy, and compliance with established procedures. This job class is responsible for working collaboratively with other District departments and divisions in the distribution, collection, preliminary interpretation, and processing of research data and reports within established policies and procedures.

TYPICAL DUTIES

- Exercises independent judgment; relieves a mid-level administrator of actions not requiring their immediate attention.
- Serves as a liaison between assigned office and those divisions/departments reporting to it.
- Performs varied and responsible clerical duties to assist in the coordination and processing of routine administrative operations.
- Organizes, plans, prioritizes, and processes work through the office.
- Uses computers to type, review, compile, and record various data and information sources within an assigned office.
- Prepares a wide variety of material such as interoffice communications, correspondence, internal promotional materials, brochures, requisitions, forms, letters, reports, schedules, lists, statistics, special projects, instructional materials, and

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specifications from rough drafts or verbal instructions and independently composes correspondence.

- Prepares reports from compiled data and records within established policies and procedures.
- Establishes and maintains a variety of office records, logs, and filing systems pertaining to assigned area(s) of responsibility.
- Receives, reviews, and verifies documents, records, and forms for accuracy, completeness, and conformance to applicable rules, regulations, policies, and procedures.
- Receives, sorts, and distributes outgoing and incoming mail, prioritizing and designating appropriate responses whenever possible and responding to correspondence as directed.
- Develops forms, worksheets, and record keeping systems for the collection, dissemination, and maintenance of needed information for specialized programs and functions within assigned unit.
- Performs special reports or researches issues as requested.
- Assists in the distribution, collection, processing, preliminary evaluation, presentation, and maintenance of college research projects and operations data and information.
- Coordinates, schedules, conducts, and distributes student course evaluations in accordance with institutional policies and procedures.
- Assembles and assists in the collection and preliminary interpretation of field data relative to state and federal reports.
- Coordinates research requests, follows up on current status, and facilitates timely completion.
- Assists in monitoring the work products of part-time temporary classified staff on student evaluations of instructional staff and other data collection activities.
- Locates and extracts information from various reports and literature to document Research Office projects.
- Conducts media searches, including the use of web and library resources, and extracts information to fulfill data requests and other Research Office projects.
- Monitors and documents data collection procedures and processes.
- Maintains accurate research files and records.
- Prepares and processes a variety of forms, documents, records, questionnaires, and surveys related to research projects; receives, tallies, and/or logs documents received.
- Provides technical assistance and information to users for the Assessment Management System and other research tools (Area Plans, SLO's, on-line STOTS).

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- Represents users' interests during research-related requirements analysis and development tasks.
- Develops and designs user-friendly screens for applications and insures screens meet user requirements within established policies and procedures.
- Develops queries and reports to meet users' standard and ad-hoc reporting needs within established policies and procedures.
- Works collaboratively with users to define reporting and data analysis needs.
- Develops and maintains technical specifications, user manuals, technical bulletins, and other user documentation.
- Coordinates and independently initiates operational and system improvements to increase efficiencies and simplify administrative applications.
- Provides District wide support, training, and regular updates to all users on changes, fixes, and work in progress.
- Consults with administrators in developing reports of varying complexity and analyzes and provides input on system and application issues to the appropriate departments and personnel.
- Performs other related duties similar to the above in scope and function as required.

EMPLOYMENT STANDARDS*Knowledge of:*

- Standard English vocabulary, grammar, spelling, punctuation, typing, and filing procedures.
- Modern office procedures, methods, and practices.
- Functions and operations of computer database, word processing, and spreadsheet software.
- Web based search methods.
- Utilizing data sets, databases, data query, and data extraction.
- Research design methods, descriptive and inferential statistics, and analytical and research strategies including survey research methods.
- Community college research and survey techniques.

Ability to:

- Compose and generate routine correspondence.
- Learn quantitative methods including statistical concepts.

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- Maintain accurate files and records.
- Type, file and operate typical office machines accurately.
- Effectively communicate, orally and in writing.
- Maintain confidentiality of sensitive data/information.
- Work independently, be organized and detail oriented.
- Use software manuals effectively to learn new procedures and trouble shoot issues.
- Learn district policies and procedures related to research activities and operations.
- Perform quantitative calculations accurately within established timelines.
- Establish and maintain cooperative and effective working relationships with other, including those from diverse academic, socioeconomic, cultural, ethnic, and ability backgrounds.
- Learn and use Enterprise Resource Planning systems concepts and products.
- Collect and organize pertinent data and information.
- Principles of database structure and design.
- Operations, equipment, procedures, and formats used in information processing.
- Microsoft Office Suite programs.
- Principles, practices, and techniques of training and providing technical instructions to stakeholders.
- Learn from errors, determine appropriate corrective action, and prevent repeated occurrences.

QUALIFICATIONS*Education/Experience Required:*

- AA degree or equivalent education, training, and experience.

Experience Preferred:

- Direct experience working in an institutional research environment.

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APPROVALS

Date Created/Revised: 10/2018

Cabinet Reviewed: 10/23/2018

Board Approved: 01/16/2019

The District shall provide equal employment opportunities to all applicants and employees regardless of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or status as a Vietnam-era veteran. (AP 3410 – Nondiscrimination)