

Duty Statement

Technology Staff

1. Assist with troubleshooting and diagnosing hardware computer problems and malfunctions. (Code 1)
2. Provide assistance to system users concerning computer operations, software applications and malfunctions. (Code 1)
3. Perform a variety of computer operations involved in maintaining databases and generating routine reports. (Code 1)
4. Train users in standard technology applications. (Code 1)
5. Provide general troubleshooting by determining the type of the problem, diagnose the problem and provide solutions. (Code 1)
6. Route complex problems to appropriate personnel as needed. (Code 1)
7. Assure databases and data is compliant with financial, legal and administrative requirements. (Code 1)
8. Input a variety of data into an assigned program such as time cards, purchase orders, payment and stores requisitions, travel requests and others as assigned.(Code 1)
9. Maintain various automated records. (Code 1)
10. Initiate queries to extract data and generate routine computerized reports; assure accuracy of input and output data. (Code 1)
11. Initiate queries to extract Medi-Cal data and generate reports. (Code 14)
12. Attend meetings with Medi-Cal and other health agencies in the community to plan how to provide links to their services on the District or County Office websites to improve the delivery of Medi-Cal services. (Code 14)
13. Assist system users with resolving a variety of problems related to peripherals, internet access, log-on issues, report printing and e-mail access. (Code 1)
14. Receive and log data, computer repair and reporting requests. (Code 1)
15. Schedule and arrange for computer hardware and software maintenance, installations and repairs as needed. (Code 1)
16. Perform network and application software upgrades. (Code 1)
17. Maintain the accessibility of network servers. (Code 1)
18. Implement new technology rollouts. (Code 1)

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19. Create and maintain user's network accounts. (Code 1)
20. Document related procedures. (Code 1)
21. Communicate with District or County Office personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns. (Code 1)
22. Perform variety of assigned support duties; answering telephones, receiving and sorting mail, processing forms and applications, and duplicating materials. (Code 1)
23. Compose documents and related communications to school and district personnel and State officials. (Code 1)
24. Participate in the set up of audio-visual and technology equipment for meetings. (Code 1)
25. Operate a variety of office equipment including a copier, fax machine, computer and assigned software. (Code 1)
26. Review or tracking of MAA activities and completing the MAA time survey. (Code 15)
27. Maintain various records related to assigned activities. (Code 1)
28. Create and maintain on-line forms used by the District or County Office. (Code 1)
29. Participate in the planning, development, configuration, upgrades and operations of new technology applications and systems. (Code 1)
30. Participate in the development, maintenance and balancing of the annual budget for technology systems. (Code 1)
31. Attend a variety of meetings as required including liaison meetings; attend and participate in training activities; assist in planning and implementing retreats and other meetings as assigned. (Code 1)
32. Monitor and provide repair for the WAN and LAN in the absence of Network Engineers. (Code 1)
33. Perform related duties as assigned. (Code 1)
34. Provide assistance to system users concerning computer operations and software applications. (Code 1)

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35. Learn computer hardware systems and software applications utilized by the District or County Office. (Code 1)
36. Learn database structures, on-line applications and system capabilities of assigned computer systems. (Code 1)
37. Communicate effectively both orally and in writing. (Code 1)
38. Establish and maintain cooperative and effective working relationships with others. (Code 1)
39. Update district or school websites with Medi-Cal and other health agencies contact information. (Code 4)
40. Attend annual MAA training. (Code 1)
41. Paid time off including paid lunches, breaks, holidays, jury duty, sick, bereavement or vacation leave. (Code 16)
42. Coordinating, participating in or presenting trainings necessary to clarify site and district policy, procedures or issues related to employees. (Code 16)
43. Reviewing school policies, procedures, or rules. (Code 16)
44. Providing general supervision of staff, including supervision of student teachers or classroom volunteers. (Code 16)
45. Evaluation of employee performance. (Code 16)
46. Completing personal mileage and expense claims. (Code 16)
47. Attending or facilitating school or unit staff meetings, board meetings, or required in-service trainings and events (not related to curriculum, instruction or students) (Code 16)