CLASS TITLE: TECHNOLOGY SPECIALIST, CDC

BASIC FUNCTION:

Under the direction of the Director III, CDC Project, perform a variety of activities involved in the development, design, installation, configuration, operation, analysis, maintenance and repair of computer systems, databases, hardware, software, applications and peripherals at the California Department of Corrections (CDC) Project sites of an assigned region.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Perform a variety of activities involved in the development, design, installation, configuration, operation, analysis, maintenance and repair of computer systems, databases, hardware, software, applications and peripherals at the CDC Project sites of an assigned region; monitor, evaluate, modify and develop systems in response to CDC Project site technology needs and issues.

Install, configure and maintain computer hardware, software and peripherals to assure the smooth running of computer work stations; install and update computer software; configure hardware and software to assure proper computer operations and network connectivity; observe elements of computers and systems for evidence of incorrect performance and make adjustments as needed.

Investigate, troubleshoot, diagnosis and repair computer system, network, hardware and software malfunctions; assure proper installation and updating of computer software; install and remove cabling as needed; run and update anti-virus programs; prepare backup data files; troubleshoot and resolve database problems.

Program and develop computer systems, databases and applications to meet regional CDC Project technology needs, resolve data problems and provide for system enhancements; review, analyze, upgrade and modify existing systems and programs as needed; design, code, develop and implement new system applications.

Coordinate the daily operations of the program data center as assigned; provide data technicians with necessary resources to process data in an accurate and timely manner; facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis; modify database systems to enhance system performance and data presentation as appropriate.

Provide training and technical assistance to teachers and other technology users concerning the operation of regional CDC computer systems, software and applications; respond to inquiries and provide detailed and technical information concerning related practices, procedures, applications and malfunctions; analyze requests for system and application additions, solutions and revisions; confer with users to determine system and application requirements, feasibility and desired output.

Participate in the planning, design, set-up, development and modification of computer and network

August 2005

systems; perform a variety of network administration activities including establishing and maintaining user accounts, e-mail accounts, internet connectivity and security applications; install, monitor, maintain and assure security of network servers.

Review, evaluate, project and assist in assuring adequate technology resources to meet CDC technology needs; develop and implement projects; determine material, labor, equipment and time requirements for projects; compile and prepare cost estimates; research, evaluate and recommend the purchase of new technologies including computer systems, hardware and software.

Serve as a liaison and coordinate regional technology communications and information between County Office personnel, administrators, CDC staff, outside agencies and others; resolve issues, concerns and conflicts related to regional technology in a proper and timely manner.

Input and update a variety of data in designated computer systems as assigned; establish and maintain automated records and files; create queries, manipulate data and generate a variety of computerized reports as required.

Compile and analyze a variety of data related to the CDC Project; prepare and maintain a variety of records, reports and files related to data, meetings, sites, systems, students, outcomes, retention, inventory, training, teachers and assigned activities.

Operate a variety of office equipment including computers, scanners, servers, peripherals and a variety of specialized software; drive a vehicle to conduct work.

Maintain current knowledge of technological advances in computer hardware and software.

Train and provide work direction and guidance to assigned staff as required.

Attend and participate in a variety of meetings as assigned.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software and peripheral equipment.
Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
Principles, methods and procedures of operating computers, network systems and peripherals.
Computer and network systems and software applications utilized by the CDC Project.
Practices, procedures and equipment involved in network administration.
Principles, practices and methods of database structures, computer programming and system design.
Database structures, on-line applications and system capabilities of CDC computer systems.
System utilities and design and program applications.
Principles and techniques of systems and network analysis.

August 2005

Policies and objectives of assigned programs and activities.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.

ABILITY TO:
Perform a variety of activities involved in the development, design, installation, configuration, operation, analysis, maintenance and repair of computer systems, databases, hardware, software, applications and peripherals at the CDC Project sites of an assigned region.
Investigate, troubleshoot, diagnose and repair system, network, hardware and software malfunctions.
Program, develop, modify and analyze computer systems, databases and applications to meet regional CDC Project needs, resolve data problems and provide for system enhancements.
Facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
Provide training and technical assistance to teachers and other technology users concerning the operation of regional CDC computer systems, software and applications
Assure proper installation and updating of computer software.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Work independently with little direction.
Plan and organize work.
Prepare and maintain a variety of records and reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and three years increasingly responsible experience involving the development, operation, analysis, maintenance and repair of computer systems, hardware and software and/or three years teaching experience.

LICENSES AND OTHER REQUIREMENTS:
Valid California Administrative Services Credential (preferred)
Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor work environment.
Driving a vehicle to conduct work.

August 2005

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.
Bending at the waist, kneeling or crouching.