

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SYSTEM SUPPORT REPRESENTATIVE

RANGE: 20

BASIC FUNCTION:

Under the direction of an assigned supervisor, support and facilitate data processing activities for schools, district offices and the Contra Costa County Office of Education (CCCOE). Primarily support processing activities for users of the Munis system applications, and provide input and assistance in identifying and resolving processing problems via email and phone calls. Diagnose and resolve hardware and software problems following departmental procedures; and provides technical support consultation to faculty, staff, and internal customers.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Serve as a liaison between users and the Munis system staff.

Facilitate input and report processing by providing telephone assistance to users of online systems, and by editing and submitting input documents from users to operations personnel.

Diagnose and resolve hardware and software problems following departmental procedures; and provides technical support consultation to faculty, staff, and internal customers

Enter all help requests in the Technology Systems Financial System Help Desk system.
Assist in updating user manuals and update knowledge base materials.

Monitor daily status of user processing activities and help desk requests and helping to resolve outstanding issues.

Assist in evaluating application program requirements and user training.

Assist with help desk report processing and providing regular distribution of completed reports to users.

Support technology systems support staff in informing and instructing users in new techniques and features of systems provided by the data center.

Install, support, maintain, upgrade, repair and operate computer and network systems.

Maintain accurate records.

Provide excellent and expedient customer service.

OTHER DUTIES:

Maintain current knowledge of technological advances in the field.

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Perform a variety of data processing tasks with minimum supervision within a framework of established procedures

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles of organization, modern office methods and procedures and record keeping systems

Electronic data processing equipment; principles and techniques of computer functions

MS Word and Excel

Oral and written communication skills

SKILLS/ABILITIES to organize work; ability to analyze data and draw sound conclusions; ability to establish and maintain cooperative relationships; ability to work cooperatively with others, gaining their respect and confidence; ability to follow oral, written and coded instructions; ability to provide quality customer service; ability to prioritize issues and escalate according to provided guidelines.

ABILITY TO:

Work independently with minimal supervision

Communicate effectively both orally and in writing

Follow oral, written and coded instructions

Ability to prioritize issues and escalate according to provided guidelines

Use time efficiently and meet deadlines

Deal tactfully with internal and external customers

Establish and maintain effective working relationships

Exercise sound judgment

Analyze data and draw sound conclusions

Establish and maintain cooperative and effective working relationships with others.

Plan and organize work.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by applicable community college-level course work in computer science, financial or accounting or related field and two years experience in the performance of difficult statistical, financial or accounting/clerical operations.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license

WORKING CONDITIONS:

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ENVIRONMENT:

Indoor environment

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone

Dexterity of hands and fingers to operate computer keyboards and other assigned equipment

Seeing to read a variety of materials

Sitting or standing for extended periods of time

Bending at the waist, kneeling or crouching