



PITTSBURG UNIFIED SCHOOL DISTRICT

HELP DESK TECHNICIAN

CLASSIFICATION SPECIFICATION

DEFINITION:

Under general supervision operates an electronic data processing computer system having multi-program capability and peripheral equipment. Assists and trains other district users in operation of personal computers and software applications; and perform all other related duties.

DISTINGUISHING CHARACTERISTICS:

Positions in this class are distinguished by the complexity and sensitive nature of the data to be processed. Incumbent work independently with complex computer knowledge within the framework of establishing procedures, but is expected to use initiative and independent judgment in solving problems.

EXAMPLES OF DUTIES:

- Monitors and controls the processing of data input for educational and business programs such as student enrollment, schedules, testing, budget accounting and inventory stores
- Key enters data directly into the computer
- Reviews job requirements to determine and prepare operational control language
- Processes job run changes as necessary
- Checks reports for clarity and accuracy, and processes job run changes as necessary.
- Operate optical scanner, burster, decollater, printer, tape drives and other auxiliary equipment
- Troubleshoots problems for other computer users
- Types correspondence, purchase orders and performs various clerical duties as required
- Handles related tasks such as maintaining a tape library, forms, inventory, and equipment serial numbers
- Assists in the documentation and recording of procedures program tasks

MINIMUM REQUIREMENTS:

- Knowledge and abilities to carry out oral and written directions, read, proofread, write and speak at a level sufficient to fulfill the duties to be performed for the position described
- Knowledge of the capabilities of the various kind of electronic data processing equipment, computer operations, control language and programming methods and procedures
- Ability to locate errors in programming on a test and debugging runs, detect gross errors in the material data being processed
- Ability to do precise and accurate work in setting up console selections, inserting tapes or discs and other components

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MINIMUM REQUIREMENTS: (cont.)

- Type at a speed of 55 words per minute, and pass the District test required for this position.

TRAINING AND EXPERIENCE:

- Four years in the operations of a computer and auxiliary equipment
- High school diploma or GED
- Preferably some experience in educational setting; or equivalent to the completion of complex computer programming
- Or any combination of training and experience that could likely provide the desired knowledge and abilities

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