

**LEXINGTON / RICHLAND SCHOOL DISTRICT FIVE, SOUTH CAROLINA  
JOB DESCRIPTION, NOVEMBER 2013**

**JOB TITLE: INSTRUCTIONAL DATA MANAGEMENT TECHNICIAN  
PUBLIC INFORMATION DIVISION**

Under occasional supervision, provides technical support and assistance in the installation, maintenance and troubleshooting of District-wide information systems; provides professional and timely user training and support, and performs related work as required. Reports to the Instructional Systems Data Analyst.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Communicates with District staff to determine information systems requirements; provides recommendations for technology system development and implementation as appropriate.

Installs, configures, tests and maintains computer software and hardware for both instructional and administrative operations.

Installs, configures, tests and maintains networking components, including servers, switches, routers, etc.

Troubleshoots problems with equipment and systems; makes adjustments and repairs as necessary and/or works with service representatives to resolve hardware and software problems.

Assists teachers in integrating technologies into the classroom.

Designs, creates and maintains assigned databases; facilitates data collection, input and electronic transfer as necessary; prepares custom computer-generated reports and spreadsheets as requested; backs up databases on a regular basis.

May serve as District contact for specific data management and/or telecommunications systems as assigned; may serve as the resource specialist in computer installation, configuration and support for assigned schools.

Provides hardware and software user training and support as needed; may assist with professional development and/or in-service training activities as required.

Responds promptly to routine and emergency requests for service and assistance in specific databases.

Coordinates monthly Student Records Operators Meetings to distribute necessary information regarding state and district information regarding data input and collection.

Keeps abreast of new and emerging technologies of potential benefit to District operations and programs; assists in identifying and implementing new systems and equipment.

Receives and responds to inquiries, concerns and complaints in areas of responsibility.

Prepares and/or processes technical documentation, technology / tutorial handouts, schedule sheets, charts

## Information Systems Resource Technician

and graphics, technical diagrams, and various other records, reports, memos, correspondence.

Operates a variety of equipment such as computers, printers, network equipment, modems, peripherals, copier, calculator, telephone, typewriter, etc.; uses clerical, copier, computer supplies, small hand tools.

Interacts and communicates with various groups and individuals such as the immediate supervisor, co-workers, other District administrators and staff, school administrators and staff, various committees, vendors / service providers, students, and the general public.

Attends training, seminars and conferences, etc., as necessary to maintain and enhance job knowledge and skills.

### **ADDITIONAL JOB FUNCTIONS**

Performs routine administrative/office tasks as required, including but not limited to preparing reports and correspondence, copying and filing documents, answering the telephone, sending and receiving faxes, entering and retrieving computer data, etc.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires Bachelor's degree or education and training equivalent to four years of college education in computer technology or a closely related field supplemented by three to four years of experience in computer installation, programming and/or support, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. May be required to obtain specific system-related certifications as deemed necessary by supervisor. Must possess a valid state driver's license.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Requires light work that involves walking or standing some of the time and involves exerting up to 20 pounds of force on a recurring basis, or skill, adeptness and speed in the use of fingers, hands or limbs on repetitive operation of electronic office machines within moderate tolerances or limits of accuracy.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from supervisor.

**Language Ability:** Requires the ability to read a variety of administrative and technical documents and reports. Requires the ability to enter computer data / word process and prepare various types of reports and documents with the proper format, punctuation, spelling and grammar, using all parts of speech. Has the ability to speak before audience with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of

## Information Systems Resource Technician

supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to teach co-workers. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including computer / network technology, information management systems, data processing, etc.

**Numeric Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width, and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes in using office equipment; to operate a motor vehicle.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to tension as a regular, consistent part of the job.

**Physical Communications:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of the District as they pertain to the performance of duties of the Information Systems Resource Technician. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge in the areas of computer / network technology and maintenance, information systems management, data processing, records management, training, etc. Is able to provide professional, efficient user support and assistance. Is able to effectively determine appropriate hardware and software requirements for various District operations, and to help coordinate the implementation of new equipment and systems. Has knowledge of the standard tools, materials and practices of the industry. Has skill in the care and use of required tools and equipment. Has knowledge of the occupational hazards and safety precautions of the industry. Has the ability to offer training and assistance to co-workers and employees of other departments as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has good organizational, technical and interpersonal skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology. Has the mathematical ability to handle required calculations. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has thorough knowledge of the terminology and various professional languages used within the department. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Knows how to react calmly and quickly in emergency situations.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises

## Information Systems Resource Technician

immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**