

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Student Systems Support Technician

Unit: Office Technical

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Job Code: J1600
Original Date: 11/1996
Last Revision: 05/2018
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 24

DEFINITION

Under the direction of the Vice Chancellor, Student Services, or assigned supervisor or manager, provide districtwide technical support for the Student Information System and student services related computing issues. Perform research, special studies, and analyses of a paraprofessional and technical nature. Apply laws, rules, and District policies and regulations to specific projects and perform a variety of difficult and specialized technical and analytical duties.

DISTINGUISHING CHARACTERISTICS

The Student Systems Support Technician classification is distinguished from the Administrative Technician classification in that positions assigned to this classification perform research, special studies, and analyses of a paraprofessional and technical nature primarily related to student administrative systems maintenance. As part of the classification responsibilities, positions provide technical expertise, guidance, and support to student systems users throughout the District and conduct technical training for a variety of users. In addition, positions in this classification are expected to have strong computer software knowledge involving systems logic, databases, data processing, spreadsheets, and word processing. Incumbents may take a lead role and direct other classified personnel within student services functions.

EXAMPLE OF DUTIES

1. Provide districtwide technical support for the Student Information System and student services related computing issues; maintain computer software system tables for the Student Information System and Student Aid Management System; monitor and analyze system performance; establish and maintain training manuals.
2. Serve as liaison between student services system users and District Student Services; provide training workshops and training materials and manuals as necessary; serve as security gatekeeper for student services systems users; assist with all types of computing services processes related to the Student Information System and student records.
3. Conduct research and analyses of a paraprofessional nature; coordinate, plan, and organize special projects, studies, and analyses; collect information and data from internal and external services; compile, organize, arrange, and analyze collected data and information.
4. Assist in the formulation and preparation of operational policies, procedures, and forms related to the student services system; submit recommendations on assigned projects.
5. Assist with the production of academic calendar, schedule of classes, and college catalogs.
6. Apply and interpret District policies, procedures, rules, and regulations. Address sensitive materials; assist staff members with administrative problems and procedures.
7. May represent department or unit in meetings or conferences; act as liaison between student services and other segments of the District or the public.
8. Train and provide work direction to clerical and other staff as assigned; may provide in-service training to administrative, clerical, and other staff.
9. Coordinate student services systems operations with Information Technology staff.
10. Operate a variety of office machines and equipment, including computer hardware and software.

11. Conduct research of student records and gather documents in support of student issues.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Academic policies and procedures.
- Applicable sections of California Education Code and Title 5 of the California Administrative Code, as well as other local, State, and federal laws.
- Basic accounting, financial, and statistical record-keeping practices.
- Basic research procedures and principles, including problem solving and research techniques.
- Computer software involving systems logic, databases, data processing, spreadsheets, and word processing.
- District rules, regulations, policies, and procedures as applied to student services.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Oral and written communication skills.
- Principles and practices of training and work direction.

Skills and Abilities:

- Analyze situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Conduct research, assemble and compile data, and prepare correspondence and reports.
- Coordinate work of assigned personnel.
- Establish and maintain effective working relationships with others.
- Learn, interpret, and apply student services policies, procedures, rules, and regulations.
- Maintain computer software system tables.
- Maintain confidential records and files.
- Meet schedules and time lines.
- Operate a variety of office machines and equipment, including computer hardware and software.
- Perform a wide variety of difficult and specialized technical and analytical work in the operation of an assigned program.
- Plan and organize work.
- Train and provide work direction to others.
- Type/keyboard at 50 words per minute.
- Understand and follow oral and written directions.
- Work confidentially with discretion.
- Work independently with little direction.

Training and Experience:

- Any combination of training and experience equivalent to: graduation from high school and four years of increasingly responsible experience in a college or district-level student services office involving interpretation and application of rules and regulations. Strong computer software knowledge involving systems logic, databases, data processing, spreadsheets, and word processing is necessary. Experience in training and providing work direction to others is highly desirable.

WORKING CONDITIONS

Physical Requirements:

- Category III.

Environment:

- Favorable, usually involves an office.