

Data Services Technician

Reports to: Education Technology Services Coord.
Region or Department: Technology Center

Classification: Classified, 5
Date: 09/23

Job Summary:

Assists Computer Consultant(s) with meeting client's data processing needs through a variety of activities. Coordinates data entry and data collection procedures, sets up reports, communicates with clients, monitors overall assurance of client satisfaction, and provides other related support services. Also serves as a contact person for data services and provides technical support and training to clients on assigned data services products.

Qualifications:

1. High school graduate.
2. Two years of clerical/secretarial experience, including data entry or related school experience.

Essential Functions:

1. Assists Computer Consultant(s) in determining program needs, training issues and ways to meet them.
2. Provides training to school staff on assigned data services products.
3. Maintains contact with AEAs and local education agencies throughout the state in regard to applicable data services information.
4. Assists with client data needs in person, by phone and by email.
5. Coordinates data entry jobs and prioritizes those jobs.

Additional Responsibilities:

1. Develops and maintains proper and adequate records and documentation in accordance with Agency policies and procedures.
2. Participates in projects, committees or activities to support the mission of the program, Technology Center and Agency.
3. Participates in staff development and professional growth activities.
4. Assists with troubleshooting activities in relation to assigned data services products.
5. Assists with development of training materials.
6. Develops and modifies data output formats.
7. Assists with coordination of a wide variety of data processing tasks.
8. Performs other such duties as may be assigned.

Knowledge, Skills and Abilities:

1. Ability to communicate effectively and maintain effective working relationships.
2. Ability to function effectively as a team member and work collaboratively with others or independently as appropriate.
3. Ability and willingness to be flexible and respond to the changing needs of clients and the Agency.
4. Ability to handle information in a confidential manner.
5. Ability to convey a positive and professional image to staff and public.
6. Ability to prioritize and coordinate multiple tasks.
7. Ability to read and interpret documents, write reports and correspondence, and apply appropriate mathematical concepts.

Knowledge, Skills and Abilities, cont'd:

8. Ability to use and integrate technology appropriately in daily work which includes, but is not limited to, efficient operation of telephone and voice mail systems and application of basic computer skills to effectively use e-mail, internet and word processing.

Physical Requirements:

1. Normal, routine levels of activity related to bending, carrying, climbing, hearing, lifting, reaching, sitting, standing, vision and walking, and may also involve above-average levels of activity at times that can't always be anticipated.
2. Sufficient manual dexterity to be able to operate office equipment needed to complete responsibilities including, but not limited to, computers, telephones, copy machines, fax machines.

EOE/M-F-H-V