



SEMS Technician

Reports to: Director of Information Technology
Region or Department: Technology Center

Classification: Classified, 4
Date: 10/2011

Job Summary:

Supports and assists with the daily functions and operations of the Substitute Employee Management System (SEMS). Provides clerical and technical support for program and clients.

Qualifications:

1. High school graduate.
2. Six months of clerical or equivalent work experience.
3. Demonstrated skills in operating computer software and hardware.

Essential Functions:

1. Assists with operation of SEMS database management software, which includes report printing, backups and troubleshooting.
2. Supports substitutes and LEA staff on the use of the SEMS system and provides 'help desk' assistance.
3. Organizes and distributes SEMS training materials; collects and maintains SEMS records.
4. Prepares, proofreads and distributes forms and correspondence; maintains program files; and orders supplies.

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. Performs other 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.
3. Ability and willingness to be flexible and respond to the changing needs of clients and the Agency.
4. Ability to convey a positive and professional image to staff and public.
5. Ability to handle information in a confidential manner.
6. General knowledge of computer database systems.
7. Ability to manage time and prioritize tasks to meet timelines.
8. Ability to process, categorize and file information and forms in accordance with Agency procedures.
9. Ability to read and interpret documents, write reports and correspondence, and apply appropriate mathematical concepts.
10. 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.