

BOISE SCHOOL DISTRICT
CLASS SPECIFICATION
INFORMATION SYSTEMS TECHNICIAN

Purpose of Class

Develops and maintains applications infrastructure for the District, including applications development, integration, software maintenance, database administration and report development; performs related work as required.

Primary Function

The principal function of an employee in this class is to provide database architecting, development and management in the Microsoft SQL Server and Informix database environments. An employee assigned to this group predominately acts to define, identify, and architect business logic within the software technologies. Additional responsibilities include providing operational support in report writing, applications and database management, security, data backup, and desktop database development. The work is performed independently, with project assignment, monitoring and evaluation by a Project Leader. The principal duties of this class are performed in a general office or school environment. Driving to and from various district locations is required.

Essential Duties and Responsibilities (will vary by assignment)

- Formulate technology solutions to accommodate both business needs and district technology standards;
- Develop and customize interfaces for gathering, storing and outputting data;
- Research solutions for current business needs;
- Analyze and review existing, manual business practices in order to provide automated, streamlined technology-driven solutions;
- Perform programming, coding, query writing and database development;
- Administer and maintain database servers;
- Write professional, clear help documentation geared towards the appropriate audience, such as teachers, clerks, administrators, or other technical staff;
- Troubleshoot and solve technology problems;
- Act as intermediary between business departments and third party application providers;
- Perform upgrades, patches and security fixes to provide maximum integrity of information systems;
- Install, review and test demo software, compare features to actual business needs; make recommendation to buy/not buy applications and add-ons;
- Maintain and troubleshoot existing multi-user network applications;
- Lead and advise end users on IS projects; train users on processes for program execution and proper data input and retrieval;
- Provide technical assistance, servicing, configuring, troubleshooting and evaluating systems, hardware, software, and networks;
- Perform special projects as assigned by a Project Leader or Technology Administrator;
- Perform all work duties and activities in accordance with District policies, procedures, and safety practices.

Other Duties and Responsibilities

- May perform other special projects related to systems technology;
- May rotate on and off the District Help Desk;
- Perform statistical and complex analysis;
- Prepare, schedule and conduct hands-on training sessions for varied user groups; produce tutorial videos and other interactive training media;
- Performs other related duties as required.

Competency Requirements:

Knowledge of:

- Novell and Windows operating systems, server and workstation hardware and software, network operating systems and related systems;
- Programming languages such as: VB.NET, ASP.NET, ADO.NET, SQL, COBOL, HTML, JavaScript, or other languages as needed;
- Application, Process, and Data modeling;
- Principles of software architecture and management;
- Current and new information systems technology and trends;
- Business logic development within software technologies;
- Data integrity issues and security requirements;
- Report writing tools such as Crystal Reports, Microsoft Access, Borland dBASE V and others;
- Project management techniques;
- Installation, operation, maintenance and repairs of servers and workstations;
- System administration, user configuration.

Ability to:

- Demonstrate independent, creative thinking and analytical skills;
- Adapt technology to district needs;
- Troubleshoot and resolve technology problems;
- Prioritize work projects and work within time constraints and deadlines with minimal supervision;
- Maintain office, school and individual confidentiality;
- Gather and document business requirements from end users;
- Analyze business requirements and apply system rules to develop automated outcomes;
- Demonstrate effective interpersonal interaction and verbal and written communication skills;
- Demonstrate analytical skills;
- Demonstrate understanding of network protocols and server operating systems;
- Administer relational databases;
- Integrate diverse data systems using DTS or other data migration tools;
- Analyze complex server and workstation systems, identify problems, develop logical conclusions and implement effective solutions;
- Develop and recommend cost effective system improvements;
- Work independently;
- Operate a motor vehicle.

Acceptable Experience and Training

- Bachelor's Degree in Business Administration or Computer Sciences, and
- Three to five (3-5) years work experience with information systems involving troubleshooting, analysis and problem resolution; and

- Experience using relational database with query based report writing tools; or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform as an effective and competent Information Systems Technician.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to understand verbal instructions and to communicate effectively on the telephone and in person;
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions; troubleshoot and install computer systems and equipment, and organize documents and materials;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, repair and maintain computer systems and related equipment and to operate a motor vehicle;
- Sufficient personal mobility, flexibility, and balance, with or without reasonable accommodation, which permits the employee to work in various office/school locations with computer equipment, lifting or moving objects that weigh up to 50 lbs.
- Job tasks may require, with or without reasonable accommodation, climbing, stooping, kneeling, crouching, reaching, standing, walking, lifting, fingering, grasping and repetitive motions.