School District of Santa Rosa County
Job Description

Student System Help Desk / Data Liaison

Reports to: Data Processing Manager	FLSA Status: Non-Exempt
Department: Data Processing	Prepared by: Human Resources
Date: June 25, 2015	Job Code:11040
Position #:44240	Range: 15

Principal Duties and Responsibilities (Essential Functions)

Essential functions are fundamental job duties. They do not include marginal tasks which are also performed but are incidental to the primary functions. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position, nor does every position allocated to the class necessarily perform every duty listed. Personal characteristics required of all employees such as honesty, industry, sobriety and the ability to get along with others are presumed qualities and may not be listed specifically.

- Operate computers and software packages to generate documents and spreadsheets.
- Create documentation / manuals as needed
- Provide training for Data Entry Personnel
- Observe operations and determine if programs are operating correctly
- Analyze potential problem and take corrective action where called for, or seek assistance from programming staff where cause of problem is not apparent.
- Work with users to identify problem areas and/or enhancements
- Perform cleaning and minor maintenance on equipment (i.e. DP department printers)
- Requires excellent communication skills, extreme patience and willingness to help others
- Operate in a multi-software environment
- Act as principal liaison between Data Processing programmers, school administration, district administration and vendors as it relates to the coordination of transferring data between systems and applications.
- Execute supplied programs, processes and procedures for transferring data to and from other computer processes which may include local and remote vendor supplied products.
- Must remain conscientious and diligent in regards to the confidentiality of all data.
- Perform related duties as required or assigned.

Supervision Received:

Data Processing Manager

Supervision Exercised:

None

Minimum Qualifications & Skills Required:

- Graduation from high school or GED
- Two years experience in computer operations

Physical Demands:
Requires sitting for long periods of time using computer, working with vendors and answering help desk calls/emails. Must be able to visit office work sites to plan and coordinate data transfers. Indoors. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Terms of Employment:
Approved Compensation Plan
Educational Support Salary Schedule

Conclusion:
This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. However, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties and responsibilities or working conditions associated with the position.