

Santa Rosa County School District
Santa Rosa County District Schools
Job Description
~~Sr. Computer Operator/Network Analyst~~
Operations Support Specialist I

Reports To:	Data Processing Manager	<u>Assistant Superintendent, ITS</u>
FLSA Status:	Non-Exempt	
Department:	Data Processing	<u>Information Technology Services</u>
Prepared by:	Human Resources	
Date:	June 26, 2014	<u>September 10, 2019</u>
Job Code:	44210	
Range:	15	

Preface: [Section Added]

- This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work to be performed. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with this position.
- There are marginal tasks employees are required to performed that are incidental to the primary duties and responsibilities.
- Positive personal characteristics required of all employees such as honesty, integrity, sobriety, and communication skills are presumed qualities.

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.~~

- ~~• Operates computer and monitors system performance by means of a console and online terminal;~~
- ~~• Ensures input data and files are entered as required so as to maintain production schedules;~~
- ~~• Monitors console messages and reacts accordingly to direction from system software or applications programs;~~
- ~~• Observes operations and determines if programs are operating correctly;~~
- ~~• Analyzes potential problems and takes corrective action where called for or seeks assistance from supervisor where causes of problems are not apparent;~~
- ~~• Operates in a multi-software environment;~~
- ~~• Installs and adjusts configuration of operating system as required by production and testing schedules;~~

- ~~Performs cleaning and minor maintenance on equipment;~~
- ~~Maintains records required to supplement console logs, including problem documentation and action taken;~~
- ~~Maintains computer utilization logs, file identification, similar data;~~
- ~~Configures new and maintenance existing communications networks;~~
- ~~Analyzes network failures and takes corrective action;~~
- ~~Analyzes network and recommends changes to satisfy network problems;~~
- ~~Works with users to isolate network communication problems;~~
- ~~Installs and configures network and related equipment;~~
- ~~Performs related duties as required or assigned.~~

Primary Duties and Responsibilities:

- Performs application troubleshooting as needed on enterprise software systems.
- Coordinates and conducts training for enterprise software systems.
- Performs regulatory, district, and ad-hoc reporting duties.
- Provides enterprise-level Application Support to users.
- Analyzes potential system problems and takes corrective action.
- from supervisor where causes of problems are not apparent;
- Perform other duties as required or assigned. The omission of specific statements of duties does not exclude them from the position especially if the work is similar, related or a logical assignment to the position, nor does every position allocated necessarily perform every duty listed.

Supervision Received: [Section moved to bottom]

Data Processing Manager

Supervisor/Manager

Supervision Exercised: [Section moved to bottom]

None

Minimum Qualifications & Skills:

- ~~Graduation from high school or GED.~~
- ~~Two years experience in computer operations.~~
- Bachelor's degree plus two years of IT help desk experience in large scale systems support; or graduation from high school/GED plus six years of IT support experience in large scale systems.
- Two years of experience in compiling, generating, and submitting regulatory reports online.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board will determine what is necessary and appropriate for each position.

Preferred:

N/A

Preferred Qualifications & Skills:

- Proficiency in enterprise application support.
- Data management and integration experience with third-parties.
- A practical understanding of application security and permissions.
- Familiarity with commercial-grade, high-speed printing systems.

Physical Demands:

~~Requires sitting for long periods of time designing programs; Must be able to visit office work sites to study computer problems and system operations. Indoors. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.~~

Sit for extended periods. Heavy and moderate lifting and carrying, reaching above shoulder, manual dexterity for testing equipment, good vision, distinguish basic colors, good hearing, walking, standing, bending, stooping. Drive and operate a motor vehicle. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary duties and responsibilities of this job.

Terms of Employment:

Approved Compensation Plan
Educational Support Salary Schedule

Job Benefits:

- Pension or Investment Plan provided by the Florida Retirement System (FRS)
- Personal and family health care plans available include medical, dental and vision
- Paid vacation, sick leave and optional personal leave
- Generous paid holidays. Holiday calendars for education support staff closely follow the calendars used for education staff

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.~~