



August 2018
New Job Description
Personnel Commission Approval Date 8/14/18
Board Approval Date 8/20/18

Technical Support Data Analyst - Adult Education

Definition

Under general supervision, oversee collection and entry of data into Adult Education's Student Management Systems; generate and disseminate data reports to Adult Education administration and staff; provide technical support services for all of Adult Education's computer users; and perform other duties as required.

Essential Duties and Responsibilities

- Serve as Administrator of Tri-Community Adult Education (TCAE) Student Data Management Systems, ASAP, and TOPSpro Enterprise;
- Assist in data submission to TCAE's various reporting agencies;
- Participate in TCAE's Data Advisory Committee (DAC), Instructional Leadership Team (ILT), and Mt. Sac Consortium Conferences, Meetings, and Webinars;
- Attend data collection training as hosted by AEBG, TAP, OTAN, and CASAS;
- Maintain and regularly update school website;
- Liaise with District TSS Department in all interagency technical matters;
- Perform installation, configuration, and support of TCAE computer hardware and software.

Required Qualifications

- High school graduate or equivalent.

Training and Experience

- Two years of recent paid experience required;
- Technical support background is desirable.

Knowledge of

- ASAP Connected student record management system;
- CASAS TOPSpro Enterprise student record management system;
- Microsoft Windows operating systems and based hardware;
- Apple OS X operating systems and based hardware;
- Clover point-of-sale (POS) machines;
- Microsoft Office Suite (Word, Excel, PowerPoint).

Ability to

- Effectively communicate in English both verbally and written;
- Effectively communicate and provide customer service to users face-to-face, over the phone, and via email;

- Diagnose and troubleshoot problems in person, over the phone, and via remote tools;
- Input and analyze large amounts of data pertaining to student management systems for the purposes of reporting;
- Adapt to new procedures and technologies quickly.

This position will be paid on the classified salary schedule, Range 145.