

July 1989

## USER SUPPORT ANALYST II

### DEFINITION

Under the supervision of the MIS Director, to serve as a resource to school sites and district staff in the effective and efficient utilization of computer technology; to serve as a liaison between the district's computer users, the MIS department and hardware and software vendors in the resolution of users requests and problems; and to perform other job related work as required.

### DISTINGUISHING CHARACTERISTICS

There are two responsibilities that distinguish this position from the User Support Analyst II. The User Support Analyst II performs both of these functions with minimal assistance from the User Support Analyst I. The first function is the formalized class training and in-service of users in the use of computer software and applications in a large group setting. The second function is the responsibility for the Microcomputer Wide Area Network, including installation, maintenance and user training.

### EXAMPLES OF DUTIES

Support the MIS Department's computer telephone hotline for mainframe based student and business systems, PC based student attendance system, Macintosh e-mail and other applications; manage the district's Macintosh and PC local and wide area networks; develop and conduct staff development programs; provide training seminars for specific software and hardware products; conduct product demonstrations for district staff; review current office procedures for possible improvement; assist staff in the use of various software packages including word processing, spread sheets, databases, graphics and electronic mail; evaluate hardware and software products and makes acquisition recommendations for the district; publish a monthly MIS newsletter; promote and attend users support meetings; and prepare appropriate documentation as required.

### SPECIAL REQUIREMENTS

Possession and maintenance of valid California driver's license and a good driving record sufficient to qualify for and maintain insurability by the District liability insurance carrier at standard rates.

REQUIRED QUALIFICATIONS

Knowledge of:

Apple Macintosh and IBM PC hardware and software; Microsoft Works, Word, Excel, Quickmail, PageMaker, SuperPaint, Norton Utilities, etc  
AppleTalk and Ethernet network management  
Hardware and software problem diagnosis and resolution  
IBM mainframe operations procedures

Ability to:

Communicate in English both verbally and written is required  
Establish and maintain effective relationships with district personnel  
Trouble shoot problems in person and over the phone  
Learn new technologies quickly  
Operate mainframe console, tape and disk drives, printer, decollator and burster

Training and Experience:

AA degree in computer science, computer systems or related field  
Three years of experience providing telephone or direct support to computer users required  
Experience with mainframe computer operations highly desirable

