

College of Southern Idaho Head Start/Early Head Start
JOB DESCRIPTION

JOB TITLE: IT Information Systems/Database Technician
SALARY LEVEL: F

LAST UPDATE: 2013
REPORTS TO: Director

MISSION STATEMENT: The IT Information Systems Technician assists in meeting the goals of technology support operations in providing both telephone and on-site level computer technical support for staff, hardware & software maintenance, assist with audio/video needs and other responsibilities of the IT department. At this level, incumbents are able to independently research and resolve the majority of staff requests for assistance, referring only the most complex problems to vendors or more senior technical staff.

TYPICAL DUTIES AND RESPONSIBILITIES ESSENTIAL:

1. Treat participants, fellow staff and community members with positive regard.
2. Provide telephone and on-site level computer support for staff.
3. Work effectively and cooperatively with all staff on varying job assignments.
4. Ability to assist in support of administrative software including database maintenance, developing database queries and troubleshooting user issues specifically related to PROMIS.
5. Support installation and maintenance in all CSI Head Start/Early Head Start IT related equipment and ensure licensing compliance for all locations.
6. Provide computer assistance for staff in all CSI Head Start/Early Head Start sites.
7. Assist with audio/video needs.
8. Occasional travel to centers to provide computer support as needed.
9. Maintain current knowledge of field and related technological advances.
10. Work cooperatively to insure best utilization of talent and time. On occasion, must be flexible in work hours to perform system upgrades and maintenance during off-hours.
11. Communicate with supervisor regarding activities, circumstances, scope of work, etc.
12. Help to establish and maintain standards of quality parallel with institutional desires.
13. Keep office files, records and software logs. Handle correspondence and communications in a timely manner.
14. Maintain a positive relationship with internal and external contacts.
15. Participate in an individualized continuing education plan including CPR and First Aid.

ADDITIONAL:

- Perform other duties as assigned.

QUALIFICATIONS ESSENTIAL:

- A.A. in Computer Technology and/or requires two years of experience in computing and network support.
- Ability to work harmoniously with supervisor(s) and co-workers
- Working understanding of a computer network environment.
- Experience in supporting Windows 9x/NT/2000/XP in network environments.
- Knowledge of hardware and a range of software applications.
- Ability to communicate and work well in a group environment.
- A desire and ability to expand areas of expertise and systems.
- Good grammatical, communication and interpersonal skills are required.
- Ability to organize work and perform creatively under tight deadlines without close supervision. Able to work independently and as a team member.
- Must have ability to utilize critical thinking skills, comprehend, organize, and memorize.
- Must be timely, dependable, and accountable within areas of responsibility.
- Requires possession of a valid driver's license and dependable transportation to work.
- Must incorporate neatness, tidiness and organization in daily work.
- Complete criminal record check from Department of Health & Welfare's Criminal History Unit prior to consideration for hire

ADDITIONAL:

- Four-year degree in computer technology or related field

I, _____ have read this job description and understand its contents.
(Print your name here)

Employee's Signature

Date

Witness Signature

Date

Drug Free Work Place