



MARIN COUNTY

OFFICE OF EDUCATION

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POSITION ANNOUNCEMENT

October 20, 2020

INFORMATION SYSTEMS SUPPORT TECHNICIAN (1.0 FTE)

	<u>Starting</u>	<u>After 6 months</u>	<u>Annually thereafter</u>
SALARY:	\$32.26/hour	\$33.87/hour	\$35.57/ \$37.35/ \$39.21/hour

BENEFITS: Prorated comprehensive benefit package after two (2) months of employment, which includes participation in one of five health plans in addition to paid dental, vision, and life insurance, paid sick leave, vacation, and holidays. Membership in Social Security and the Public Employees Retirement System (PERS) is required.

SUMMARY: This position will act as the technical liaison between the Information Technology and Business departments at the Marin County Office of Education to troubleshoot and improve business processes in the organization related to the Financial and Human Resources information systems. Must have some familiarity with typical business processes and procedures.

JOB DESCRIPTION: Under general supervision, supports the technology needs of business, office, and instructional end users. Operates, monitors, maintains, installs, and repairs a variety of computer hardware/software and peripheral equipment. Investigates and troubleshoots routine processing problems. Provides training, support, and problem resolution to users and performs related duties as assigned.

REQUIREMENTS:

Training, Education, and Experience: Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. Typically, this would include formal education or training which ensures the possession of excellent communication skills, the ability to read and write at a level necessary for successful job performance, and at least one year of experience in installing and maintaining computer hardware and software. Possesses a valid California Driver's License. Experience with business and financial software is desired.

Knowledge of: Principles and techniques applied in the operation of computer equipment and peripherals; routine maintenance methods and procedures used in the upkeep of computers, peripherals, and networks; basic office methods and procedures; Standard English usage, spelling, grammar, and punctuation; logical work flow as it pertains to computer operations; safe work practices; software applications such as word-processing, spreadsheets, email, web browsers; basic operation, maintenance, and repair of computer hardware and software, and peripherals. Familiarity with data management and typical business processes and procedures.

Ability to: Establish and maintain cooperative working relationships; plan, organize, prioritize work; provide day-to-day technology support to non-technical user; understand and perform written and oral instructions; operate sophisticated equipment such as computer, copier, printer, LCD projector; identify problems or potential problems and take remedial action within scope of responsibilities, or recommends remedial action; keyboard with accuracy; learn and adapt to new technologies; multitask; demonstrate strength, stamina, and physical agility to complete assigned tasks; lifts up to 50 lbs. on occasion. Requires excellent communication skills.

To Apply: submit the following documents online at www.edjoin.org:

- Three recent letters of recommendation
- Letter of interest
- Current resume

APPLICATION DEADLINE: November 3, 2020 @ 5pm

Selection Procedures:

The multilevel selection process may consist of an application screening process, reference checks, assessment activities, interviews and presentations. Those candidates with the most relevant and suitable background will be invited to participate in the process.

In compliance with the Immigration Control and Reform Act of 1986, the Marin County Office of Education requires all new employees to produce certain documents to verify their identity and right to work in the United States. Such documents may include, among others, U.S. Passport, Birth Certificate, Valid Driver's License, and Social Security Card.

The Marin County Office of Education prohibits discrimination against and/or harassment of employees and job applicants on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation in any of its policies, procedures or practices in compliance with Title VI of the Civil Rights Act, Title VII of the Civil Rights Act, Title IX of the Education Amendments of 1972, Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act, the California Fair Employment and Housing Act, and the Age Discrimination Act of 1975.