



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
COMPUTER SUPPORT FACILITATOR	CLASSIFIED	GRADE: P MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY/2005 Classification Review		Board Approved: 4/00

**JOB DESCRIPTION:**

Under general supervision, prioritize and process data requests from end users; develop specifications and implementation plans to fulfill data needs; write, test, debug, maintain and document computer programs and deliver data to end users; follow and give input to policies and procedures for the operations of computing equipment; act as a lead worker to other classified staff in the area; supervise and train student assistants; serve as a liaison with users of Computing Services; and do related work as required.

**SCOPE:**

The Computer Support Facilitator creates and maintains all job procedure files; designs and implements programs for ad-hoc reporting and research needs; serves as liaison to campus community; and assigns and reviews all work for the Computer Operator.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Codes, tests, debugs, maintains and documents computer programs to meet scheduled and ad hoc reporting requirements.
2. Organizes, prioritizes and maintains administrative and instructional computing requests/needs.
3. Establishes a nightly production schedule.
4. Ensures timely completion of computer tasks, verifies results and provides delivery of output.
5. Responsible for operations of HP3000 mainframe computer and peripheral equipment, including line printers, laser printers, tape drives, and DAT drives.
6. Performs minor repairs as needed and coordinates maintenance and repairs with service providers.
7. Orders and maintains inventory of computer forms and labels.
8. Creates, tests, maintains and implements JCL procedures for various software packages (such as CCCSC, SAFERS, CECC and PWARE/3000).
9. Performs data entry services of mailing label information for a number of mailing lists.
10. Provides backup documentation as needed for District personnel, restoring and querying databases/files no longer available to them.
11. Serves as a lead worker to other classified staff in the area.

## **EMPLOYMENT STANDARDS**

### **ABILITY TO:**

Write, modify, test, debug and document computer programs; organize and schedule work; quickly adapt to new computer technologies and procedures; perform adjustments when required and troubleshoot computers and peripheral equipment operating problems; train and direct the work of others; follow and give oral and written instructions; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

### **KNOWLEDGE OF:**

RPG (Report Program Generator) Programming language and database; computer operations; HP3000 hardware and related peripheral equipment; QUERY/3000.

### **MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

#### *Education:*

Associate's degree in computer science, math, business or related field including proficiency in RPG programming language.

#### *Experience:*

Two years experience in data processing involving programming, operations, and scheduling.

### **LICENSE OR CERTIFICATE:**

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.

### **SPECIAL REQUIREMENTS:**

Must be able to perform physical activities, such as, but not limited to, lifting equipment (up to 50 lbs. unassisted), bending, standing, climbing or walking.