

DATA MANAGEMENT SUPPORT ASSISTANT

DEFINITION

Provides clerical/technical level data management and report assistance to management and staff in the implementation, maintenance, and effective utilization of specialized or advanced features of general computer applications used to support operations of a major organizational unit at a college or the District Office.

TYPICAL DUTIES

Performs routine daily operations and data maintenance functions related to computer application programs such as managed calling systems, application for admission, electronic transcript, and degree audit systems.

Creates and maintains databases and extracts data utilizing a variety of general and specialized software applications.

Participates with department management in designing and changing business procedures and practices to take advantage of data management and reporting features and efficiencies.

Maintains data files, transfers data between systems, and links data from a variety of systems to create management reports.

Reconciles data reports for accuracy and resolves discrepancies.

Uses spreadsheet software to create, edit, model, and translate data into complex reporting and graphic formats and systems.

Assists in the update and maintenance of web sites and supporting web pages.

Provides guidance and trains users in the usage of various specialized computer application programs.

Writes program documentation, operating instructions, and training materials and manuals for staff.

Interfaces with District and college information technology staff on specialized computer application issues and problems.

May represent assigned organizational area on District and college committees and taskforces related to information technology in the absence of management representation.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Data Management Support Assistant** provides clerical/technical level data management and report assistance to management and staff in the implementation, maintenance, and effective utilization of specialized or advanced features of general computer applications used to support operations of a major organizational unit at a college or the District Office.

DISTINGUISHING CHARACTERISTICS (Cont.)

Employees in many job classifications may perform data management duties as a part of their regularly assigned duties. To be classified as a Data Management Support Assistant an employee must be assigned such duties as the primary function of their position and must be utilizing specialized or the advanced features of general computer programs and systems to support an organizational unit of substantial size.

An **Assistant Computer and Network Support Specialist** provides technical support functions of moderate difficulty, complexity and scope involving repair/replacement of computer parts and adjustment of computer equipment, basic troubleshooting of system processing failures, and assistance with a wide variety of software applications in a local area network environment at a college or the District Office.

A **Computer and Network Support Specialist** provides technical support in the maintenance and operation of local area networks and uses the full capabilities of a wide range of computer hardware and software to design and implement information processing, reporting, control and management systems for a major organizational unit at a college or the District Office.

SUPERVISION

Immediate supervision is received from an academic or classified administrator. Receives functional direction from campus and District information technology staff.

CLASS QUALIFICATIONS

Knowledge of:

- Specialized computer applications used in an academic affairs, administrative services, or student services area
- Policies, procedures, and practices used in the assigned unit
- Report and business correspondence formats
- The operation and application of a wide variety of computer software such as database management, communications, spreadsheets, word-processing, and desk-top publishing
- Methods and instruments used to troubleshoot routine computer application malfunctions
- Features, capabilities, and limitations of computer hardware
- Programming languages and computer graphics used in web page design and development
- Basics of web-based technology
- Principles of record keeping
- Basic principles of training
- Spelling, punctuation, and English usage

Ability to:

- Utilize the commands, functions, and operations used in computer application programs
- Recognize basic problems related to software and equipment
- Assist in training staff in the use of various specialized computer application programs
- Gather and compile data in written, tabular, and graphic form

Ability to: (Cont.)

- Write routine reports, correspondence, and instructions
- Critically review source data and detect and correct errors
- Apply applicable rules, laws, and procedures to information processing
- Write basic instructions in a manner that can be understood by computer system users
- Update and maintain simple web sites
- Communicate clearly and effectively
- Work effectively and independently on assigned projects
- Work effectively and cooperatively with administrators, staff, users, project consultants, and vendors
- Learn SQL for the creation of ad hoc reports
- Learn basic fundamentals of programming logic
- Learn the characteristics of new systems and equipment and update technical skills to adapt to changing technology

ENTRANCE QUALIFICATIONS

Education and Experience:

- A. An associate's degree or its equivalent from a recognized college or university **AND** one year of recent, paid full-time clerical or technical experience utilizing at least one specialized computer application program that supports the operations of a District or college program or utilizing advanced features of database or spreadsheet software in preparing a variety of complex reports.

Coursework in computer science, business administration, educational administration, public administration, or related fields is desirable.

OR

- B. Three years of recent, paid full-time clerical or technical experience utilizing at least one specialized computer application program that supports the operations of a District or college program or utilizing advanced features of database or spreadsheet software in preparing a variety of complex reports.

Coursework in computer science, business administration, educational administration, public administration, or related fields is desirable.