

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
REVISIONS APPROVED MAY 2014
RANGE: 48.5
CLASSIFIED
CODE: 2**

**CSIS FIELD SUPPORT TECHNICIAN
(California School Information Services)**

DEFINITION

The CSIS Field Support Technician, working under the supervision of the Client Services Director, will provide outreach training and support to local education agencies (LEAs) for the CSIS Program;

and participate in the ongoing process of creating and maintaining training material associated with work undertaken by the CSIS Program.

This position may involve travel within California.

EXAMPLES OF DUTIES

Assist with the development of training and support documents as required;

provide training and support to LEAs as required for implementation of CALPADS and other state reporting systems;

monitor LEA submission progress;

assist LEAs with data submission as required;

serve as a cooperative and contributing member of the CSIS Program Office team;

complete other duties as assigned.

QUALIFICATIONS

Knowledge of:

Demonstrated knowledge of LEA support issues and concepts;

excellent written and verbal communication skills;

local K-12 operations;

strong people-skills;

Web-Based Applications.

Ability to:

Use Microsoft Applications;

train users on both Web Based and Microsoft Applications.

Experience:

Minimum of two (2) years of experience in client support/training function, student information systems operations or data policy analysis.

Experience in supporting large software applications preferred.

Education:

AA or AS degree required.

Work experience resulting in an equivalent knowledge base may be substituted for the degree requirement on a year for year basis.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position has a probationary period of six months or 130 days, whichever is longer.

CP: gs

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