

### ACADEMIC SERVICES TECHNICIAN

SALARY GRADE: [C1-46](#)

#### DEFINITION:

Under the direction of the Dean of Academic Services, ensure functionality of data management systems used to support academic services functions. Participate in the development and implementation of software packages and upgrades; train users; monitor system for accurate and effective performance. Work closely with other technical staff to resolve issues.

#### EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. Administer and maintain facility space and curriculum management systems for academic services and used to capture curriculum, catalog and scheduling information.
2. Analyze and monitor systems to ensure data accuracy and proper functioning of programs.
3. Troubleshoot, research and resolve functional and technical problems.
4. Create training documentation and deliver training to new users. Set up security access for new users and provide ongoing support and assistance to all systems users. Deliver additional training as needed and as upgrades and changes are implemented.
5. Provide ongoing functional and technical support to users.
6. Process MSI's and verify data accuracy. Handle all room reservations, room emergencies, final exam conflicts and other space conflicts. Create and post room change signs and distribute open classroom lists.
7. Design and develop reports based on special projects; research and analyze topics related to academic services.
8. Administer and coordinate systems upgrades, customizations and expansions.
9. Maintain up-to-date knowledge of changes through attendance at relevant conference and through consultation and networking with other colleges & universities using similar systems.
10. Collects, inputs and verifies data related to curriculum, catalogs and schedules. Post information to applicable college or district web sites.
11. Create Curriculum Committee meeting agendas, meeting materials and prepare minutes.
12. Serve as a backup for the academic services coordinators.
13. Maintains master course outline file and updates course outlines after Curriculum Committee approval, including uploading to the De Anza College Intranet.
14. Operate a computer utilizing specialized and functional-related software and a variety of office equipment.
15. Perform related duties as assigned.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

1. Organization rules, statistical processes, and procedures specific to the academic services.
2. Data management systems, system administration and troubleshooting
3. District and College organization, operations, policies and objectives.
4. Applicable sections of State Education Code and other applicable laws.
5. Interpersonal skills using tact, patience and courtesy.
6. Principles of training and providing work direction to others.

### **Ability to:**

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Administer and maintain a complex relational database
3. Perform complex analysis and reporting typically with College-wide or District-wide reports with considerable accountability for visible and central services and activities.
4. Communicate effectively both orally and in writing including development of training materials and conducting presentations
5. Work independently with little direction.
6. Interpret, apply and explain rules, regulations, policies and procedures.
7. Establish and maintain cooperative and effective working relationships with others.
8. Plan and organize work; developing an following complex schedules and timelines
9. Maintain current knowledge of instructional technologies, administrative computing and office automation.

### **Education and Experience**

Any combination equivalent to:

1. Associate's degree.
2. One (1) year experience in a related environment.

### **WORKING CONDITIONS:**

#### **Environment:**

1. Office environment.
2. Constant interruptions.

#### **Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone as well as making presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Bending at the waist, kneeling or crouching.
6. Lifting, carrying, pushing or pulling objects up to 30 lbs.

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