ACADEMIC SERVICES TECHNICIAN

DEFINITION

Under general supervision, performs a variety of specialized and technical duties involved in the development, maintenance, and support of curriculum and scheduling data management systems, reporting, and records maintenance; provides technical support and assistance to system users; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class responsible for ensuring the functionality of data management systems used to support academic services functions. Positions perform the full range of duties assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

➢ Performs specialized and technical duties involved in the development, maintenance, and support of curriculum and scheduling data management systems, reports, and records; collects, reports, and distributes curriculum, catalog, and scheduling information.

➢ Processes master schedule forms and verifies data accuracy; processes and resolves room reservations requests, room emergencies, and space conflicts; creates and posts room change signs and distributes open classroom lists.

➢ Analyzes and monitors systems to ensure data accuracy and system functionality; troubleshoots, researches, and resolves functional and technical problems; serves as system administrator by configuring systems and interfaces, developing relational databases, setting up and monitoring user security access, and coordinating system upgrades, customization, and expansions; provides technical assistance and training to system users; creates systems and training documentation.

➢ Inputs, imports, and updates certificate and degree program information in database systems, including course additions, modifications, and deletions.

➢ Proofreads, edits, and revises schedule of classes and course catalog to ensure accuracy of information; posts information to college and District sites.

➢ Creates Curriculum Committee meeting agendas and materials and prepares minutes; maintains master course outline and updates course outlines of record after committee approval.

➢ Coordinates with instructional divisions and departments to ensure data accuracy for certificate and degree programs annually; assists with communicating any changes to certificate and degree programs from the State Chancellor's Office to instructional divisions and departments; analyzes and inputs annual data and information changes, ensuring accuracy and compliance with state and college regulations.

➢ Submits, monitors, and tracks changes for existing and newly created certificate and degree programs for data input into the State Chancellor's Office's official curriculum inventory program for review and approval; answers and responds to all inquiries from the State.
➢ Designs, develops, and maintains assigned websites.
➢ Verifies and ensures accuracy of data, information, and requirements for curriculum and scheduling data management systems; runs queries and generates computerized reports and documents as required.
➢ Stays abreast of new trends and innovations in the field of curriculum and scheduling; monitors changes in laws, regulations, and technology that may affect college or District operations; implements policy and procedural changes as required.
➢ Responds to inquiries and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and requests.
➢ Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility including Title V (Education), California Code of Regulations.
➢ Principles, practices, and technologies used in the development and maintenance of data management systems, websites, and multimedia related to curriculum and schedule development, monitoring, and reporting.
➢ Principles and practices of data collection and analysis and report preparation.
➢ Record keeping principles and procedures.
➢ English usage, grammar, spelling, vocabulary, and punctuation.
➢ Modern office practices, methods, and computer equipment and software relevant to work performed.
➢ Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

➢ 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.
➢ Interpret, apply, explain, and ensure compliance with applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
➢ Administer and maintain complex relational databases.
➢ Develop reports using data management systems.
➢ Provide technical assistance and training to systems users.
➢ Develop training materials and conduct trainings.
➢ Conduct research assignments; analyze, interpret, summarize, and present technical information and data in an effective manner.
➢ Organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- ➢ Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- ➢ Use English effectively to communicate in person, over the telephone, and in writing.
- ➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college and three (3) years of increasingly responsible experience providing support for curriculum and schedule development, database administration, or related experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-50
FLSA: Non-Exempt
EEO Code: H-50
Board Approved: April 2021