OFFICE SYSTEMS TECHNICIAN

DEFINITION

Under general supervision, operates and provides support to users of automated office systems, including advanced word processing, desktop publishing, data base management and functional specific software; performs a variety of office administrative support duties; performs related duties as required or assigned.

CLASS CHARACTERISTICS

This classification has three major areas of responsibility, depending upon the function to which assigned; operating personal or on-line systems, including production of finished publications, reports, graphic materials and data bases for manipulation; providing technical support and instruction to other campus users; and providing varied office administrative support. The work involves substantial contact with other staff to provide technical assistance. This class is distinguished from other general office support classifications in that its primary duties require specialized knowledge of the operation of the automated office systems and the skill to provide technical assistance in these areas as well as providing general office support.

EXAMPLES OF DUTIES (Illustrative Only)

- Operates automated office systems such as word processing, graphics, desktop publishing, data base creation and manipulation, and personal computing equipment and software
- Develops data base structure and files, enters and proofs data and generates reports, brochures, promotional and other materials
- Uses computer software to write programs and manipulate data
- Confers with users to determine data required and formats of files and reports
- Uses a report generator to produce a variety of special and periodic reports
- Uses standard and advanced word processing functions to produce a variety of documents
- Confers with varied College staff to determine office systems support needs
- Provides information and basic training to other users regarding hardware and software
- Uses various graphics packages to produce a variety of products
- May confer with vendors, printers and others regarding production duplication of materials
- Researches and assembles information from a variety of sources for the completion of forms or preparation of reports
- Provides information to the public, students and College staff that requires the use of judgment and the interpretation of policies, rules and procedures
- Organizes, maintains and purges various files
- Types correspondence, reports and forms
- Proofreads and checks typed materials for accuracy, completeness and compliance with policies and regulations
- Operates standard office equipment
- Receives and screens visitors and telephone calls
- Performs related duties as required or assigned
QUALIFICATIONS

Knowledge of:

- Policies, procedures and functions related to the department or function to which assigned
- Office automation hardware, applications software, desktop publishing, data base administration and applications related to specific functional areas
- Standard microcomputer software techniques for developing systems
- Basic techniques of instructing others in the use of automated systems
- Operating principles and systems of office automation hardware
- The use of standard software for automated office systems
- Office administrative practices and procedures, including recordkeeping and the operation of standard office equipment
- Correct English usage, including spelling, grammar and punctuation
- Business writing and the standard format for typed materials
- Business mathematics

Skill in:

- Operating, maintaining and troubleshooting automated office systems hardware and software
- Analyzing user problems, evaluating alternatives and reaching sound conclusions
- Providing instruction to others in the operation and use of automated office systems and their applications
- Organizing and maintaining accurate files and records
- Developing data bases and related computer files
- Composing written materials from brief instructions
- Making accurate mathematic calculations
- Using initiative and sound judgment within established procedural guidelines
- Operating standard office equipment
- Prioritizing work, coordinating several activities and meeting deadlines
- Establishing and maintaining effective working relationships with those contacted in the course of the work

Other Requirements:

- Specified positions may require possession of a valid California driver's license

Education and Experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school supplemented by college level training in the computer support field, and three years of general clerical support or office assistant experience which has included the operation of word processing, graphics, desktop publishing, data base manipulation and/or other computerized software.

July 1991