

**KERN COUNTY SUPERINTENDENT OF SCHOOLS  
APPROVED MAY 2001  
RANGE: 46.0  
TECHNICAL/SPECIALIST SERVICES SERIES  
CLASSIFIED  
CODE: 4**

**CSIS - ACCEPTANCE TESTING TECHNICIAN  
(California School Information Services)**

**DEFINITION**

Working under the supervision of the Client Service Administrator, the Acceptance Testing Technician – CSIS will perform acceptance testing process activities to ensure quality standards for CSIS client Software, as well as provide backup-level phone support to local education agencies for the California School Information Services (CSIS).

**EXAMPLES OF DUTIES**

Ensure CSIS quality standards by performing acceptance testing of new versions of the CSIS Client and Server software;

document acceptance test results and provide regular reports to department managers;

assist participating local agency representatives in client-and software testing;

provide backup support for CSIS Help Desk;

handle incoming support request, either from e-mail or phone;

as appropriate, either provide response to simple questions or route to appropriate second-level support person;

use call tracking software to log all calls;

prepare help desk status reports on a regular basis;

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

complete other duties as assigned.

**QUALIFICATIONS**

Knowledge of:

Knowledge of and understanding of the K-12 schools helpful;

proven written and verbal communication skills.

Ability to:

Ability to be organized and detail oriented;

excellent customer service and troubleshooting skills.

Experience:

Minimum three years experience in technical support, customer service, or help desk.

Experience building test plans and using test scripts to validate systems performance a plus.

Experience with using the web (Internet Explorer, Netscape Navigator).

Experience with PC platform.

Education:

Requires graduation from an accredited two-year college or university.

Work experience resulting in an equivalent knowledge base may be substituted for the education requirement.

Some positions may require proof of privately owned automobile insurance and possess a valid California Motor Vehicle operator's license.

**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.**

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

ST:rw

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