

**KERN COUNTY SUPERINTENDENT OF SCHOOLS**  
**APPROVED MAY 2003**  
**RANGE: 48.5**  
**TECHNICAL/SPECIALIST SERVICES SERIES**  
**CLASSIFIED**  
**CODE: 2**

### **CSIS FIELD SUPPORT TECHNICIAN**

#### **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 for the CSIS Program;

assist in the development of LEA processes and procedures;

and participate in the ongoing process of capturing and maintaining CSIS data requirements associated with special projects undertaken by the CSIS Program.

This position involves up to 10% 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 CSIS SRRTS;

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 years experience in client support/training function, student information systems operations or data policy analysis.

Experience in working with student information systems preferred.

Education:

Requires graduation from an accredited four-year college or university with a major in business, communications, technology, or a related field.

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

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