



Prepare and develop technical design specifications, program descriptions, procedural manuals and user documentation according to established procedures; evaluate new technologies and effectiveness in meeting the business requirements and objectives of technology users.

Communicate with technology users and various outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Operate a variety of computers, servers, peripherals and specialized software

Thoroughly document all HelpDesk tickets in a timely manner to ensure there is sufficient information to communicate what the problem was, how it was remediated, and to suggest actions to prevent a similar issue (where appropriate).

Attend and participate in various meetings and trainings as assigned

**OTHER DUTIES:**

Perform related duties assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Management of operations and activities involved in the programming, development, operation, analysis, maintenance and debugging of designated County Office and school district computer systems, databases, hardware, software and applications.

Principles of programming and software development.

Principles, practices and methods of database structures, computer programming and system design, database structures, applications and system capabilities technology systems.

Customer service and help desk standards, practices, techniques and procedures.

Policies and objectives of assigned programs and activities, applicable laws, codes, regulations, policies and procedures.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Cyber security, disaster recovery and business continuity best practices

**ABILITY TO:**

Lead and participate in a variety of technical activities involved in the programming, development, modification and analysis of computer systems, databases, software and applications to meet technology user needs.

Learn new programming languages.

Review, analyze and modify existing applications and programs as necessary.

Facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis.

Develop and implement programming projects, goals and objectives to meet County Office needs.

Personnel Commission Approval:

December 12, 2022

San Mateo County Office of Education

*Programmer/Analyst -*