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

Communicate with technology users and various outside agencies to exchange informatic 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 suf information to communicate what the problem was, how it was remediated, and to sugge actions to prevent a similar issue (where appropriate).

Attend and participate in various meetings and trainings as assigned

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Management of operations and activities involved in the programming, development, ope analysis, maintenance and debugging of designated County Office and school district con systems, databases, hardware, software and applications.
Principles of programming and software development.
Principles, practices and methods of database structures, computer programming and sys design, database structures, online 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, regula 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 Offic needs.

Personnel Commission Approval:
December 12, 2022
San Mateo County Office of Education

Programmer/Analyst -