

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: PROGRAM ADMINISTRATOR I – DATA ANALYST**

#### **MAINTENANCE DEPARTMENT**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs specialized technical work in the preparation of computer applications and operations routines for the Computerized Maintenance Management System (CMMS) in the Maintenance Departments. Employee is responsible for reviewing, overseeing and participating in CMMS projects which include diagnosing and resolving operations problems in CMMS programs, writing necessary interfaces and developing formats for various reports or documents. Work involves assisting Maintenance Department personnel in the use and understanding of computer software and databases, including instruction, establishing system parameters and defining requirements. Employees must have strong organizational and interpersonal skills, and must ensure that data reports are accurate and conform to all ethical guidelines. Employee must ensure CMMS standard quality levels are met and data integrity is maintained. Reports to the Supervisor –Administrative Support.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

##### **ESSENTIAL JOB FUNCTIONS**

Reviews information system project requests including design detail and intricate computer applications, determines scope of project and appropriateness, responds to request and schedules implementation if approved.

Tests, de-bugs, and maintains computer programs using various programming languages, query methods or standard report writers.

Works with groups of users to define needs, translates user requirements into effective program designs, establishes system parameters and develops formats for various reports and documents.

May troubleshoot hardware and software problems, determines cause of error or stoppage and applies corrective steps in cases where problems can be corrected or reports problem to appropriate technology service staff for assistance.

Performs daily CMMS system administration tasks, (i.e. CMMS clean-up/maintenance) and provide general technical support to department staff.

Develops and manages system security and backup/recovery procedures for department systems/ computer applications.

Reviews and tests software packages and makes recommendations concerning acquisitions.

## **PROGRAM ADMINISTRATOR I – DATA ANALYST**

Assists users by printing special reports and forms, restoring databases, and resolving communications problems.

Employees must also understand the applicability and operational aspects associated with the departments other support software such as Kronos, First Responders, Landscaping Scheduling Software programs and other management/accountability software.

### **ADDITIONAL JOB FUNCTIONS**

Respond to data requests and questions from central office staff, administrators, and other school system personnel.

Assist with training GCS school administrators in the use of CMMS system.

Serves as technical liaison between the department and Technology Services departments.

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree in computer science or a related field, and 1 to 3 years of experience in computer programming; or any equivalent combination of training and experience which provides the required skills, knowledge, and abilities.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of equipment and tools including computers, scanners, adding machines, computer software, etc. Must be able to exert up to a negligible amount of force constantly to move objects.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments or directions.

**Language Ability:** Requires the ability to read a variety of correspondences, technical manuals, trade journals, newsletters, etc. Requires the ability to prepare reports, forms, system documentation,

## **PROGRAM ADMINISTRATOR I – DATA ANALYST**

presentations, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control, and confidence.

**Intelligence:** Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical and professional languages including computer terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the theories of statistics.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability coordinate hands and eyes rapidly and accurately in using office equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of computer components, connectivity and operating systems.

Considerable knowledge of various methods and approaches to debugging system and program errors.

## **PROGRAM ADMINISTRATOR I – DATA ANALYST**

Considerable knowledge of several programming languages.

Considerable knowledge of query tools.

Considerable knowledge of automated processes within the school system.

Considerable knowledge of department standards and procedures regarding programming and security.

Ability to evaluate the performance of hardware/software and make recommendations for improvement.

Ability to translate user requirements into effective program designs.

Ability to evaluate requests for changes and/or updates to the system.

Ability to evaluate packaged software for use in the school system.

Ability to schedule and monitor development projects.

Ability to determine and document user requirements.

Ability to develop clear, effective instructions for operations staff and for users.

Ability to design, develop and schedule programs to ensure efficient processing.

Ability to maintain complete and accurate records.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.