

MURRIETA VALLEY UNIFIED SCHOOL DISTRICT JOB DESCRIPTION

TITLE: APPLICATION SUPPORT SPECIALIST

QUALIFICATIONS

Knowledge of

1. Knowledge of client hardware and operating systems used in Information Systems.
2. Data processing systems and procedures.
3. Data communications and network protocols.
4. Educational software and services used by the district.
5. Proper English usage, reading, writing, punctuation, and math at a level necessary to perform assigned tasks.
6. Modern office practices and procedures.
7. Safety rules and regulations for this position.
8. Internet resources as related to your field or job function.

Ability to:

1. Follow safety rules and regulations for this position.
2. Establish and maintain effective work relationships with those contacted in the performance of required duties.
3. Learn and follow the operations, procedures, policies, and requirements of an assigned program of operational unit.
4. Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good public relations.
5. Exercise independent judgment and problem-solving skills related to specific areas of responsibility.
6. Present and maintain a pleasant appearance and demeanor.
7. Work successfully with diverse groups of people.
8. Be a productive and active team member.
9. Communicate effectively and tactfully in both oral and written form using the English language.
10. Understand and carry out verbal and written instructions, policies, and procedures in an independent manner.
11. Work independently and maintain high standards of workmanship.
12. Read and interpret technical manuals.
13. Prepare and maintain work records and schedules; complete necessary reports.
14. Determine work priorities and schedule work effectively and efficiently.
15. Install, learn and maintain educational and other client based software.
16. Provide orientation, training and assistance to users on supported district applications.

Training and Experience

1. Equivalent to completion of the twelfth (12th) grade, supplemented by courses specializing in computer operation, installation, maintenance, and repair.
2. Any combination of training and experience equivalent to (1) years of experience in providing technical support to application users.
3. Certificate or degree in a Technology subject areas preferred
4. Good work history and attendance.

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REPORTS TO: Executive Director of Educational services with consultation from the Director of Technology or designee.

JOB GOAL: To provide support of district applications and services for users; to provide assistance, advice, problem solving, training and technical information to users regarding the use of district applications and services; act as liaison with systems users regarding the status of their application requests. exercises responsibility for the coordination and application of established procedures related to Information Technology operations and for ensuring the accuracy and timeliness of application output.

ESSENTIAL FUNCTIONS

1. Creates and amends documentation and procedures for various district applications and services as it pertains to district users.
2. Notified appropriate staff of system, programming and/or production problems impacting the reliability or functionality of district applications and services
3. Documents application specific problems and maintains knowledgebase to assist in the troubleshooting of district supported applications.
4. Provides guidance, support and training for district applications in response to verbal, written and electronically received questions and support requests from district supported users.
5. Prepare and distribute application supported data reports to appropriate personnel as requested/directed.
6. Maintains application user system access according to established procedures and the direction of Information Technology
7. Develops application specific written/electronic communication and documentation for application users and maintains proactive training schedules for supported applications.
8. Effectively communicate with users on the proper operation and use of supported applications.
9. Maintain record of trainings and user support assistance both internal and external to prepare written and oral reports as required.
10. Follows district policies and procedures.
11. Knows and understands the Mission and Core Values of the district.
12. Participates in district in-service training as required.
13. Performs other related duties as assigned.

PHYSICAL ABILITIES

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for sustained periods of time.
6. Able to kneel or squat for extended periods of time.
7. Able to climb slopes, stairs, steps, ramps, and ladders.
8. Able to lift up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
9. Able to carry up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
10. Able to push and pull objects weighing up to forty (40) pounds.
11. Able to exhibit full range of motion for shoulder external rotation and internal rotation.
12. Able to exhibit full range of motion for shoulder abduction and adduction.

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PHYSICAL ABILITIES (continued)

13. Able to exhibit full range of motion for elbow flexion and extension.
14. Able to exhibit full range of motion for shoulder extension and flexion.
15. Able to exhibit full range of motion for back lateral flexion.
16. Able to exhibit full range of motion for hip flexion and extension.
17. Able to exhibit full range of motion for knee flexion.
18. Able to operate office machines and equipment in a safe and effective manner.
19. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy.
20. Able to demonstrate manual dexterity necessary to perform fine maintenance procedures and operate both manual and power hand tools in a safe and effective manner.
21. Able to operate a variety of powered and manual equipment commonly found in computer equipment diagnoses and repair services in a safe and effective manner.
22. Able to operate a motor vehicle in a safe and effective manner.

SPECIAL REQUIREMENTS

1. Must use safety equipment and devices designated for this position.
2. Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by district's insurance carrier and maintain such insurability during the course of employment.

TERMS OF EMPLOYMENT: Ten-month work year
Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement. The Director of Educational Technology and Information Systems or designee will complete the evaluation.

**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A
TOBACCO-FREE, DRUG-FREE WORKPLACE AND
AN EQUAL OPPORTUNITY EMPLOYER**

Board of Education Approved: May 22, 2014