

SYSTEMS APPLICATION SPECIALIST

DEFINITION

Under general supervision assists in the implementation, operations, and maintenance of District Information Technology Systems management applications (both commercial and District developed), and provides support and training of these applications; develops and completes scripting tasks and task sequences, develop complex reports in support of District needs; troubleshoots and provide answers to support questions; analyze problems, evaluates alternatives, and devises efficient solutions to systems management related needs; performs other related duties as assigned and/or required.

ESSENTIAL DUTIES

- Acts as a liaison between District Information Technology staff and software developer(s)
- Assists in the implementation, maintenance and operations of District systems management applications and support systems
- Provide mobile device deployment and support related to end user guidance and recommendations, activation, account modifications, configuration, testing, problem identifications and resolution
- Device hardware and software deployment. Activities include obtaining, configuration and technical support of all standard hardware/software applications including internally developed and off the shelf software
- Track hardware and software deployments following documented asset management procedures
- Test and perform hardware and software installation for end-user devices (iOS, Android, Windows Mobile)
- Support various applications; create technical specifications, operating procedures and other supporting documentation
- Provides support developing solutions for user-related problems and management systems applications
- Develop content, design, graphics art code and program district web page
- Organizes and prepares application software documentation, procedural documentation and operational instructions
- Uses group collaboration platforms to facilitate user interactions, file sharing and support.
- Design, develop, and produce standardized and custom reports according to legal and/or user specifications for the District using a variety of software reporting software
- Creates schedules and documents custom extracts and ad hoc reports
- Evaluates data and reports to maintain quality control
- Participates in complex data information systems projects
- Maintains knowledge of changes to reporting requirements through District provided applications
- Analyzes data and situations using logical reasoning to identify problems; draw valid conclusions and develop creative solutions that meet the Districts technology requirements
- Evaluates complex requirements and devises appropriate solutions using the functionality of the management systems assigned
- Interfaces with vendors and contractors to resolve technical issues related to management software applications
- Provides support and assistance with day operations of application related support services, web-based application, management consoles, mobile device management systems, volume purchase programs, and information management systems as assigned
- Effectively communicates and maintains cooperative relationships with those contacted during the course of work
- Perform other related duties as assigned

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QUALIFICATIONS

Knowledge of: Methods procedures, and techniques pertaining to various aspects of centralized management systems and operations; operation and limitation of computer systems and related equipment; basic logic and/or programming/scripting principles; commonly used applications in word processing, spreadsheet, report writing and database programs; Microsoft Office: Word, Excel, Access and PowerPoint; Familiar with Windows Server; the following operating systems: Windows , Mac OS, iOS and Android; HTML HTML5, PHP, Active Server Pages, Java Script; Java Applet, CGI Scripts, Asp, .Net and Perl; principles of effective communication, vocabulary, grammar, spelling, and punctuation; basic mathematic concepts and record keeping techniques.

Ability to: Use internet related authoring tools. Use application software, personnel computer operating systems, and network devices. Operate Windows personal computers, laser printers and other associated peripheral devices; work with minimum of supervision. Interpret and apply rules and requirements for system management.; ability to solve technical problems in person and virtually using remote control tools; establish and maintain cooperative working relationships; understand and follow oral and written directions; perform difficult or complex clerical work, which includes auditing, checking and correcting data; Ability to learn quickly and trouble shoot complex solutions. Strong team player; works in a highly collaborative environment. Ability to work effectively with individuals at all levels of the organization. Focused and flexible; effectively navigates changing priorities.

PHYSICAL DEMANDS

The physical requirements indicated below are examples of physical aspects that positions classifications must perform in carrying out essential job functions.

- Will occasionally exert 25 to 40 pounds of force to lift, carry, push, pull or otherwise move objects
- Will involve walking or standing for extended periods of time, but will sit for brief periods; will occasionally be required to bend stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- Must possess the ability to hear and perceive the nature of sound
- Must possess visual acuity and depth perception
- Must be capable of providing oral information, both in person and over the telephone
- Must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials

Reasonable accommodations may be made to enable a person with a disability to perform the essential functions of this job.

EXPERIENCE AND EDUCATION

Experience: Four or more years of extensive experience working with systems management supporting specific purpose applications and support services, and acting as a resource for problem identification and resolution concerning laptops, desktop and other mobile devices; four or more years of increasing responsibility supporting an environment in a school district is desirable.

Education: Verification of completion of a Bachelor of Science degree in Information Technology or related computer degree from an accredited college/university. Prefer vendor certification for managements systems.

License Requirement: Possession of a valid California Motor Vehicle Operator's License

Condition of Employment: Insurability by the District's liability insurance carrier.

April 2017