

SYSTEMS SUPPORT SPECIALIST



Information Technology Department

Purpose:

The Systems Support Specialist provides training and support to end-users of the Student Information System as well to other District enterprise applications. The Systems Support Specialist also assists in testing of new products and new upgrades prior to and during rollout.

Reports to: Manager of Application Development

Nature & Scope:

The Systems Support Specialist performs work of a specific nature under general supervision. The nature of the work requires adherence to standard procedures, as well as policies and regulations. Independent judgment and decision-making is required in matters not having established procedures. As a member of the Information Technology Department, the Systems Support Specialist engages with highly sensitive information and must maintain absolute integrity of systems and confidentiality of classified data. The Systems Support Specialist interfaces with District and school staff, and does not have supervisory responsibilities.

Essential Job Functions:

1. Conducts oneself in the best interest of students, in accordance with the highest traditions of public education and in support of the District's mission.
2. Provides individual and group technical application support to end-users of District enterprise applications including but not limited to Student Information Systems (SIS), communications, and web content management systems.
3. Monitors and troubleshoots service requests. Serves as a liaison with Systems Analysts and/or Programmer Analysts when more complex solutions are required.
4. Provides project management leadership on assigned projects. Develops the project plan, monitors progress on project objectives and tasks, and facilitates projected rollout. Communicates throughout the project with all appropriate stakeholders.
5. Evaluates and integrates business process solutions, and suggests automated efficiency solutions.
6. Provides support to development team during implementation of new or enhanced systems.
7. Provides training for users in individual and group settings including preparing written training materials, monitoring training effectiveness and responding to additional needs.
8. Serves as a liaison and provides translation and communication between technical staff and end-users during development of new systems and system enhancements, as well as during the ongoing system implementation and lifecycle.
9. Assures customization of vendor training materials to District users, depending on their needs.

10. Tests and evaluates new applications and software enhancements.
11. Facilitates and participates in user group meetings to support District enterprise applications and business processes.
12. Consults with internal counsel or the Oregon Department of Education for guidance on matters related to student reporting and student/parent rights.
13. Maintains records and reports related to work.
14. Maintains effective working relationships with other members of the Department as well as other school personnel and community members, including those from diverse cultures or backgrounds or those who speak limited or no English.
15. Complies with all procedures outlined in the *Code of Professional Conduct* and *Annual Notices for Education Practitioners, Teachers, Support Staff, Administrators, Substitutes Handbook*; and all other Beaverton School District Policies and Procedures.

The statements contained above reflect general details as necessary to describe the principal functions of this job but should not be considered an all-inclusive listing of work requirements. Individuals may at times perform other duties as assigned which could include work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Required Qualifications:

1. Must possess an Associate's Degree or graduated from a technical trade school preferably in Computer/Technology Sciences or Information Systems.
2. Must possess two years' experience related to teaching, training adults, or assisting users of information systems.
3. In lieu of #1 and #2, must have high school diploma or GED and four years' experience necessary to provide the required knowledge and abilities to perform the job related to training adults, teaching or assisting users of information systems.
4. Must have the ability to train users in individual and group settings.
5. Must be able to communicate effectively, both orally and in writing. Must read, understand, and follow multi-step written and verbal instructions in English.
6. Must be able to pass a criminal background check.
7. Must possess an Oregon or Washington Driver's License.

Working Conditions:

The Systems Support Specialist works primarily within an office building. The work environment is often controlled and quiet, but the work environment will also frequently include moderate to loud noise. The Systems Support Specialist must be able to lift and move computer equipment, up to 20 lbs. without assistance. The Systems Support Specialist requires regular focus on a computer screen.

The incumbent is required to sit, stand, have finger/hand dexterity for working on computers for extended periods of time. Standing, walking, bending, stooping, kneeling, and standing/working on ladders will be required on occasion. The work environment may include exposure to unpleasant interior temperatures, dirt, wetness, and communicable diseases. Potential exposures include, but are not limited to: blood-borne pathogens; allergens; dirt; odors; dust; cold and hot temperatures; and unpredictable behavior from students.

Work Year: 260 days

Bargaining Unit: OSEA

FLSA Status: Non-Exempt

Date Approved: February 14, 2019

Date Revised: December 31, 2018

The Beaverton School District recognizes the diversity and worth of all individuals and groups. It is the policy of the Beaverton School District that there will be no discrimination or harassment of individuals or groups based on race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, marital status, age, veteran status, genetic information or disability in any educational programs, activities or employment.