

OXNARD UNION HIGH SCHOOL DISTRICT

CLASS TITLE: SOFTWARE SUPPORT SPECIALIST

DEFINITION:

Under the direction of the Manager, Information Services, provides direct software support for the Student Services System and other related application software; communicates with users to determine software needs and resolves problems; provides technical expertise and training to users.

STATEMENT OF TYPICAL DUTIES:

- a. Establishes and maintains a 'Help Desk' for Student Services System users and provides training in SASI and operating system software.
- b. Establishes and facilitates a communications network by which the MIS Department and the Student Services System users can share queries, reports, effective operating techniques, problems and solutions.
- c. Maintains the Student Services software operating system at each site, including revision upgrades and control parameters.
- d. Assists the Security Officer at each site in establishing software security for the Student Services System.
- e. Confers with users, as needed, to determine software requirements and desired output, resolves problems and provides support and assistance.
- f. Provides technical expertise to the MIS staff and users, as needed; responds to questions and assists in maintaining system availability.
- g. Operates a variety of data processing equipment including computer, modem, printer, scanner and other peripheral equipment.
- h. Maintains current knowledge of technological advancements in the computer field, basic knowledge of Personal Computers (Windows/Macintosh) and Network operating systems.
- i. Communicates with a variety of District personnel and other departments to resolve problems, establish priorities and answer questions.
- j. Organizes and collects data and background materials for utilization in the preparation of a variety of reports.
- k. Performs other related tasks and assumes responsibilities as may be assigned by proper authority.

KNOWLEDGE & ABILITIES:

Knowledge of:

Operation and use of computers and related peripheral equipment.
Database Management Systems.
Basic principles of Network operating systems and concepts.
Job Description

Windows and Macintosh interface.
Advances functions of Microsoft Word and Excel.
System documentation and record keeping techniques.
Interpersonal skills using tact, patience and courtesy.
Collect information and data utilized in report preparation.
Maintain a valid California Drivers License.

Ability to:

Use basic and intermediate functions of Network operating systems.
Provide technical expertise to users and MIS staff.
Establish and maintain effective working relationships with others.
Maintain current knowledge of technological advancements in the computer field.
Meet schedules and timelines.
Work independently with little direction.
Communicate effectively both orally and in writing.
Read and utilize technical manuals.

EDUCATION & EXPERIENCE:

Any combination equivalent to completion of two years of college-level coursework in data processing, computer science or related field and two years experience in software support.

PHYSICAL CHARACTERISTICS:

Must be able to bend, stoop, reach, lift and stand for prolonged periods; see to read fine print; depth perception to file; use hands and fingers to operate office equipment; speak clearly; and hear well enough to communicate effectively in person and on the telephone to be able to perform all tasks.

WORKING CONDITIONS:

Data Processing Center environment; subject to occasional noise from computer operation.

Adopted: 09/25/96