

APPLICATIONS SPECIALIST

DEFINITION:

Under supervision of the Chief Technology Officer or designee, works independently to perform expert technical duties and support in connection with the analysis, development, installation, implementation, procurement, or support of district information systems that provide information for district sites, departments, students, staff, or community. Works with ETIS Network Team to monitor information systems, (including, but not limited to, student information systems, financial information systems and other district information systems); coordinates user activities; and provides application support.

QUALIFICATIONS:

Knowledge of: Principles, capabilities and operation of microcomputers and related equipment; various hardware platforms; operating Systems, design and implementation of educational computer programs and related system analysis work, general database systems, applications and application suites; principles and a general understanding of local and wide area networks

Ability to: Communicate effectively (orally and written) with individuals and groups; teach computer skills to others; work cooperatively with others and gain their respect and confidence; analyze data to identify software and hardware problems; effectively use manuals to solve problems; communicate effectively with software/hardware vendors to identify and resolve problems; obtain price quotes, make comparisons and informed specification decisions; physical ability sufficient enough to lift computer equipment (computers, monitors, printers).

Education and Experience: Successful completion of a computer operations course in a private or technical school, which includes a combination of instruction and operation totaling 200 hours, with emphasis on the above qualifications, OR completion of a Bachelor of Arts/Science degree with a computer science or information systems management background or equivalent experience. This experience must demonstrate both advanced computer skills and customer relations skills with the ability to provide user support and technical assistance.

License: Possession of a valid California driver's license and insurance. This position requires the use of the employee's personal vehicle.

ESSENTIAL FUNCTIONS

- Act as a technical application resource to sites and departments who want to streamline and improve their internal information processes. In a lead capacity with other ETIS team members, evaluate site or department ideas, suggest improvements, and participate in their development and implementation. Function as a trouble-shooter, when needed, to identify and remedy application system deficiencies.
- Has additional knowledge of related areas, such as the relationship of other district information systems; remain fluent in the use of software and hardware tools for particular tasks related to the application.
- Perform rigorous testing and other quality control measures to ensure the integrity of the data and the proper functionality of applications; may provide data to outside agencies.
- Interfaces with database system vendors and District users to facilitate the correction of database software problems and software enhancements.

- Perform complex technical duties related to the analysis, development, implementation, testing, and maintenance of assigned applications and databases; make modifications to database software as necessary; ensure application system quality through compliance with various district, state, and federal technical standards and/or requirements.
- Perform tasks that will improve the efficiency and effectiveness of people who will use the application system. Identify areas that may benefit from improvement, perform an analysis to develop improvement strategies, and then implement those strategies in a team environment; evaluate site or department ideas, suggest improvements, and participate in their implementation.
- Maintain additional knowledge of related areas, such as the impact of network performance on the application, the best software or hardware tools for particular tasks, where to get additional support or assistance, and the impact of human factors on software systems.
- Promote teamwork by sharing knowledge, providing cross-training for other employees, cooperating with others, participating in meetings and work groups, and supporting the goals and objectives of the district and the department; may operate a vehicle to conduct work; lift light objects.
- Instructs application users in efficient use of applications through telephone and online support, site visits, and user workshops.
- Consults with administration, supervisors, and other users in developing system enhancements, procedures, and problem resolutions.
- Other duties as are reasonably related to the position.

PHYSICAL REQUIREMENTS:

Physical Abilities include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Significant physical abilities include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

WORK ENVIRONMENT:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.