

School District of Bradford County

Job Description

Application Support Associate

FLDOE Job Code: 82035 – Systems Support Specialist, Administrative Technology

Qualifications:

1. Two (2) year degree in computer science or related field, or training and experience equivalent to the above.
2. One (1) year experience in data processing and organizational skills; or one year of experience utilizing DOE databases; or a combination of previous education, training and experience which provides for an equivalent background necessary to perform the work.

Knowledge, Skills and Abilities:

1. Has a good understanding of FLDOE database requirements and school records work flow processes.
2. Has work experience with application system software currently used by Bradford county.
3. Is proficient in the use of Microsoft tools such as Word and Excel, Google apps, and other tools.
4. Has the ability to analyze data, troubleshoot processes, and effectively communicate solutions.
5. Is able to work efficiently and focus on priorities.
6. Has the ability to create, modify and maintain procedure guides and other training materials.
7. Is a good team player interacting well with others.
8. Has good interpersonal and customer support skills.
9. Has the ability to effectively communicate and train others.

Reports to: Director of Information and Technology

Job Goal: To effectively manage work flow processes of application systems by providing training and support for end users.

Supervises: NA

Performance Responsibilities:

1. Acquire and maintain expert knowledge of Application Systems.
2. Coordinate FLDOE data reporting and school and business work flow processes.
3. Provide training and documentation for end users.
4. Provide troubleshooting and support for end user questions and problems.
5. Creates work tickets for application system vendor when an issue needs to be addressed.
6. Perform other duties as assigned.

Support Salary Schedule Lane 9