

School District of Bradford County

Job Description

Application Support I

FLDOE Job Code: 82021 – Computer Systems User Educator, Administrative Technology

Qualifications:

1. At least a High School diploma or GED.
2. One (1) year of experience in computer programming, databases, system design, and/or application development or support.

Knowledge, Skills and Abilities:

1. Familiarity with FLDOE database requirements and school records workflow processes preferred.
2. Preferably has work experience with application system software currently used by Bradford county.
3. Can be 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.

Reports to: Director of Information and Technology

Job Goal: To support work flow processes of application systems by providing training and support for end users. To cooperate with and support adherence to time schedules and deadlines for the entry, verification, use and reporting of data to appropriate entities.

Supervises: NA

Performance Responsibilities:

1. Acquire and maintain high level of knowledge of Application System(s).
2. Provide troubleshooting and support for end user questions and problems.
3. Assist with providing training and documentation for end users.
4. Assist users with account access and other basic system uses.
5. Provide triage of incoming calls, emails and service tickets in a professional, polite and tactful manner providing Tier 1 support to persons seeking assistance and redirecting persons to other employees, officials or departments when higher level of support is needed.
6. Assist with FLDOE data reporting and school and business workflow processes.
7. Provide data reports and analysis to support information gathering and decision making.
8. Perform other duties as assigned.

Physical Requirements: Light work – Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

Terms of Employment: Salary and benefits shall be paid consistent with the district's approved compensation plan. Length of the work year and hours of employment shall be those established by the district.

Evaluation: Performance of this job will be evaluated in accordance with provisions of the board's policy on evaluation of personnel.

Support Salary Schedule Lane 7

Latest revision: 03/22/2023