

MERCED CITY SCHOOL DISTRICT

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CLASS TITLE: APPLICATION SPECIALIST

BASIC FUNCTION:

The role of the Application Specialist is to participate in the research and analysis of operating system and application needs and problems for users; to provide assistance, advice, problem solving, and technical information to customers regarding the use of software applications; and act as liaison with customers regarding the status of their requests. This job class exercises responsibility for the coordination and application of established procedures related to information systems operations and for ensuring the accuracy and timeliness of system and application installation and updates. The position will provide significant support to school sites in the implementation of technology one-on-one student learning devices for students and staff as well as support to district department personnel.

REPRESENTATIVE DUTIES:

Work in conjunction with Application Technicians and other Information Technology (IT) staff to implement new applications, update existing applications, operating systems, browsers and any other software on all devices within the district. *E*

Assist in the planning and execution of professional development for teachers and administrators.

Maintain and troubleshoot applications on all types of mobile and stationary devices. *E*

Work closely with users on systems to provide training and assistance on all applications. *E*

As a member of the IT staff, participate in the Helpdesk rotation as assigned. *E*

Maintain appropriate documentation related to applications. *E*

In conjunction with Educational Services departments, provide input, resources and critical analysis in the selection of applications for curricular use.

Maintain database of applications, related supporting documentation and renewal contracts. *E*

Research and resolve known issues with all mobile and desktop applications including related hardware and firmware problems. *E*

Provide coordination of application deployment, problem resolution with and professional development for Application Technicians. *E*

Plan and organize work. *E*

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Work harmoniously and collaboratively with IT, District and Site personnel. *E*

Coordinate with vendors and Merced County Office of Education on any system or software revisions and/or updates. *E*

Perform configuration and installation duties as directed by the Director of Information Technology. *E*

Perform related duties and responsibilities as assigned.

The employee is to adhere to federal and state regulations, Board Policies and related regulations that pertain to the particular assignment.

The Application Specialist is responsible to the Director of Information Technology. *E*

MINIMUM REQUIREMENTS:

KNOWLEDGE OF:

Managing and deploying software applications in Google, Apple and Microsoft environments.

Troubleshooting iPad, ChromeOS, desktop, laptop and Microsoft applications, (or new devices and applications as technology changes) connectivity and licensing issues.

Software licensing contracts, vendors and renewal deadlines.

ABILITY TO:

Work well with users who may have little or no experience with computer systems.

Instruct users on PC, Chromebook and iPad-based applications.

Understand and follow oral and written directions.

Meet schedules and time lines.

Problem-solve, communicate and collaborate.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE

A 4-year degree from a college in a computer related discipline preferred or the equivalent in relevant job experience and industry technical certifications. At least two years experience in application management and deployment as well as experience in a public K-12 educational environment is highly desirable.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License.

Personal transportation needed for job-related District travel.

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Obtain auto liability insurance.

WORKING CONDITIONS:

ENVIRONMENT

Office environment

PHYSICAL ABILITIES

Dexterity of hands and fingers to operate a computer keyboard; hearing, speaking, and seeing to exchange information to accomplish assigned tasks of the job; ability to lift heavy objects.

This position complies with the rules and regulations of the American with Disabilities Act (ADA)

Legal Reference: California Education Code, Sections 44660 – 44664
Policy Adopted: December 10, 2013

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