

APPLICATIONS SUPPORT TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical duties in support of data collection, reporting, and analysis of assigned computer systems, databases, software and applications, including but not limited to the statewide student data tracking system, and Office programs' student information system; and other database systems to meet the needs of the Office and district technology users.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the journey-level classification in the Applications Support series responsible for independently performing technical duties in support of data collection, reporting, and analysis of assigned computer systems, databases, software and applications. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Coordinator, Applications Support in that the latter performs the more complex work assigned to the series, such as development of data governance and data privacy policy and procedures, and/or provides technical and functional direction over lower-level staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Facilitates the collection, management, manipulation, reporting, and distribution of computerized data used for analysis; verifies data integrity in new systems; supports users in compiling data for various state and federal reports.
- Provides technical support to Office staff and technology users; responds to inquiries and provides training and information concerning the proper use and operation of computer systems and programs; assists staff with resolving system problems and provides data processing solutions.
- Provides technical support to parties involved in the collection, verification, computer entry and reporting of student data; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Administers assigned databases to assure proper performance, operation and file sizing; monitors available system space; moves and reformats files as necessary to provide for efficient program and system running; analyzes and designs interface between computer systems as needed.
- Prepares and develops procedural manuals and user documentation according to established

procedures; communicates with technology users to exchange information, coordinate activities and resolve issues or concerns; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.

- Assists with design, coding, development, and implementation of system modifications and new system applications; debugs programs by preparing test data and testing program operations as assigned; runs test data in actual computer operations; detects and resolves programming errors and miscalculations; troubleshoots and resolves database, system and application errors and malfunctions as necessary.
- Stays abreast of current trends and developments in database programs and services; attends and participates in various meetings and trainings and assists in evaluation of new technologies for effectiveness.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science or related field; and
- Two (2) years of experience involving the development of computer systems, databases and applications.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Principles, practices and techniques used in the development, maintenance and analysis of computer systems, databases, utilities, and applications.
- Database structures, online applications and system capabilities.
- Data governance frameworks, practices and procedures.
- Principles, methods and procedures of operating computers and peripheral equipment.
- Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.
- Techniques of testing and debugging computer programs.
- Record-keeping and system documentation techniques.
- State and federal student data privacy laws and guidelines.
- Cybersecurity, disaster recovery and business continuity best practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform technical duties involved in data collection, reporting, and analysis of assigned computer systems, databases, software and applications, resolve data problems, and provide for system enhancements.
- Review, analyze and modify existing systems and programs as necessary.
- Facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis.
- Maintain assigned databases to assure proper performance, operation and file-sizing.
- Integrate new applications and revise programs to assure adaptation with existing computer systems. Analyze requests for system additions and revisions.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.