SPECIALISTIV-SOFTWARE APPLICATIONS SUPPORT

DEFINITION:

Under the supervision of the Director -Information Services, lead s and participate s in providing technical assistance to system users concerning multiple software applications, operations, malfu nctions and related technologies; plans, organizes and support s operational activities related to maintaining student data use and integrity, including reporting, grading, scheduling, registration, enrollment, analysis, user -training, communications with s chool sites and parents.

DISTINGUISHING CHARACTERISTICS:
Specialist IV provides lead support and more complex program support and generally has four years of related experience. Specialist III classification provides direct support and has three years of related experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provides lead assistance to system users concerning software applications, operations and malfunctions including the student information syste ms (SIS) software; investigates,

activities.

QUALIFICATIONS GUIDE

Knowledge of:

Database structure s, on-line applications and system capabilities of assigned computer systems.
Student Information Systems (SIS) management.
School and district data and processing requirements.
Relational database systems, query and reporting tools.
Principles, methods and procedures of operating computers and peripheral equipment.
Computer hardware systems and software applications utilized.
Data control procedures and data entry operations.
Record retrieval and storage systems.
Oral and written communication skills.
Inte rpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.
Technical aspects of field of specialty.
Training processes and techniques.
Technical aspects of field of specialty.
Applicable database software and spre adsheet applications.
Technical troubleshooting and documentation standards and best practices.

Ability to:

Provide assistance to system users concerning software applications, operations and malfunctions.
Troubleshoot and diagnose computer problems and malfunctions.
Input data into an assigned computer system and generate computerized reports.
Operate computers and peripheral equipment properly and efficiently.
Lead, train and provide guidance to school personnel in the use of technology systems.
Develop queries and reports using assigned software and application reporting tools.
Review and verify input and output data to assure accuracy and efficiency.
Assist with the administration and scoring of online assessments and tests.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Determine appropriate action within clearly defined guidelines.
Type or input data at an acceptable rate of speed.
Maintain records and report s.
Understand and follow oral and written instructions.

successfully perform the essential f unctions of this job. Reasonable accommodations may be made to enable individuals with disabilities to p erform the essential functions.

Sitting , standing and walking for extended periods of time.
Dexterity of hands and fingers to operate a computer keyboar   d.
Reaching overhead, above shoulders and horizontally.
Hearing and speaking to exchange information.
Bending at the waist, kneeling or crouching.
Lifting, carrying, pushing and pulling objects up to 25 pounds.
Seeing to view a computer monitor.

WORK ENVIRONM (5).349 0 Td [(L)-9.1 349 05 (NT349 06 (:16.024 0 Td ( )T 0 01 /P <</MCID 30 >>BDC -19.632 -1.205