

**MODESTO CITY SCHOOLS**  
**JOB DESCRIPTION**  
**APPLICATION SPECIALIST II**

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**DEFINITION:**

Under the direction of the Supervisor, Systems & Operations, serve as a liaison between the District, vendors and end-users concerning computer system operations and assigned software applications; assist in the implementation, operation and maintenance of District Information System applications; assist system users with resolving computer system and application problems and malfunctions; provide technical assistance, training and support to Instructional Technology, Business or other District department system users.

**DISTINGUISHING CHARACTERISTICS:** The Application Specialist II is the journey-level in the Application Specialist series. Assignments are generally limited in scope and are set within procedural frameworks established by higher-level positions. Positions at this level are distinguished from the Application Specialist I, by increased complexity of resources being supported. The Application Specialist I is the entry level classification in the series and perform more routine functions with less independence. The Application Specialist III is the advanced-level in the Application Specialist series. Incumbents perform a wider scope of responsibilities involving greater difficulty and complexity of the analytical tasks.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide technical support assistance to users concerning system operations and software applications; receive and respond to user telephone calls and e-mails; assist users with operating applications; explain related practices, procedures, techniques, processes and requirements.
- Assist system users with resolving computer system and software application problems and malfunctions; provide general troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel; arrange for maintenance and repairs as needed.
- Schedule, conduct and maintain training calendars and training sessions for District personnel concerning new or revised computer systems and assigned software applications; develop training course content; prepare instructional materials and provide application specific training.
- Research, evaluate and provide recommendations concerning computer system and software application development and related requirements; assist in the implementation of new software functions and capabilities.
- Serve as a liaison between District application users and Information Systems staff; assist in the implementation, maintenance and operation of District application and support systems.
- Evaluate data and reports to maintain quality control, participate in complex data information systems projects and assist with state reporting; assure expectation are met for timely, accurate and consistent application generated information.
- Maintain system set-up, security groups and user accounts.
- Provide technical support and assistance with daily operations of application related support services.
- Assist Directors with special projects as assigned; set-up online classrooms.
- Manage and update user accounts, security and access to assigned department software.
- Maintain automated reporting system to track user questions, application problems, enhancement requests and steps taken or information provided to resolve problems and answer questions.
- Input data into an assigned computer system; review input and output data for accuracy.
- Prepare and maintain various records, files, lists, logs and reports concerning assigned activities including application software documentation, standardized and custom reports and software program operation instructions.
- Attend and participate in meetings, in-services, vendor trainings as assigned.
- Operate a variety of standard office equipment including a computer and assigned software.
- Communicate with personnel, vendors and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

**OTHER DUTIES:**

- Perform related duties as assigned.

**REQUIRED QUALIFICATIONS:****Education and Experience:**

- Any combination equivalent to: graduation from high school and three years supporting software applications including contact with end users using supporting one or more enterprise-wide applications.

**DESIRED QUALIFICATIONS:**

- Two or more years of increasing responsibility experience supporting a specific purpose application environment in a school district.

**Knowledge of:**

- Applicable software applications, computer operating systems and network services.
- Basic understanding of School District Business and Student Information Systems.
- Basic training and public speaking principles.
- Basic logic and programming principles.
- Modern office practices, procedures and equipment.
- Applicable codes, laws, rules, regulations, policies and procedures.
- Database systems, procedures and development.
- Understanding of electronic resources and how they interact and operate.
- Record-keeping techniques.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.

**Ability to:**

- Assist system users with resolving computer system and software application problems.
- Provide technical support assistance to users concerning system operations and software applications
- Plan and organize work.
- Analyze situations accurately and adopt an effective course of action.
- Work independently with little direction.
- Input data at an acceptable rate of speed.
- Operate a variety of standard office equipment including a computer and assigned software.
- Meet schedules and time lines.
- Communicate effectively both orally and in writing.
- Understand and follow oral and written directions.
- Coordinate meetings and trainings.
- Maintain records and prepare reports.
- Prioritize and schedule work.

**WORKING CONDITIONS:****Work Environment:**

- Indoor/Office Environment.
- Constant interruptions.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information in person and on the telephone.

- Sitting or standing for extended periods of time.
- Seeing to read a variety of materials.
- Bending at the waist, kneeling or crouching to file materials.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

**Cabinet Approved: 8/7/07**

**Unit Approved: 8/16/07**

**Board Approved: 8/27/07**

**FLSA Status: Non Exempt**

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