

MODESTO CITY SCHOOLS
JOB DESCRIPTION
APPLICATION SPECIALIST III

DEFINITION:

Under the direction of the Manager, Information Systems or designee, serve as a liaison between District application users, vendors and Information Systems staff concerning computer system operations and assigned software applications; perform difficult and complex technical duties in the implementation and maintenance of District software application and support systems; troubleshoot and resolve problems related to software applications; maintain automated reporting systems to track user questions and enhancement requests; maintain system setup, security groups and user accounts; provide technical support and training; answer technical and non-technical questions as needed.

DISTINGUISHING CHARACTERISTICS: 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. 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serve as a liaison between District application users, vendors and Information Systems staff.
- Assist in the implementation, maintenance and operation of District application and support systems.
- Perform a variety of duties in support of mandated CALPADS/ORA State reporting and assure reporting timelines are met and data is accurate and consistent.
- Perform difficult and complex technical duties in the implementation and maintenance of District software application and support systems.
- Assist in the preparation of specifications for collecting, maintaining and reporting information.
- Maintain automated reporting system to track user questions, application problems, enhancement requests and steps taken or information provided to resolve problems and answer questions.
- Schedule, conduct and maintain training calendars and training sessions for District personnel concerning computer systems and Student Information Systems software applications.
- Develop training course content and digital resources; prepare instructional materials and provide application specific training to ensure staff are trained to precisely enter data correctly and to confirm mandated reporting procedures are adhered to.
- Maintain system setup, security groups and user accounts.
- Organize and prepare application software documentation, procedural documentation and operation instructions; use group collaboration platforms to facilitate user interaction, file sharing and support.
- Provide technical support and assistance with daily operation of application related support services, auto dialer system, web portals, and Student Information and business systems as assigned; assist users with problems and application systems as necessary.
- Evaluate data and reports to maintain quality control; participate in complex data information systems projects.
- Coordinate the collection and preparation of Student Information systems data; validate data entered into supported software applications.
- Input data into an assigned computer system; review input and output data for accuracy.
- Prepare and maintain various records, files and lists concerning assigned activities including application software documentation, procedural documentation and operation instructions.
- Design, develop and produce standardized and custom reports according to legal and/or user specifications for the District using a variety of software applications.

- Communicate with personnel, vendors and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
- Attend and participate in meetings and in-service trainings as assigned.

OTHER DUTIES:

- Perform related duties as assigned.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Any combination equivalent to: graduation from high school and four years of experience supporting one or more complex enterprise-wide software application(s) which includes contact with end users.

DESIRED QUALIFICATIONS:

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

Knowledge of:

- Applicable software applications, computer operating systems and network services.
- Basic training and public speaking principles.
- Basic logic and programming principles.
- Database systems, procedures and development.
- Modern office practices, procedures and equipment.
- Applicable codes, laws, rules, regulations, policies and procedures.
- Understanding of electronic resources and how they interact and operate.
- Record-keeping techniques.
- Oral and written communication skills.
- Telephone techniques and etiquette.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Interpersonal skills using tact, patience and courtesy.
- Operate a variety of standard office equipment including a computer and assigned software.

Ability to:

- Perform difficult and complex technical duties in the implementation and maintenance of District software application and support systems.
- Assist system users with resolving computer system and software application problems.
- Provide technical support assistance to users concerning system operations and software applications.
- Train and provide guidance and directions to others.
- 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.
- Meet schedules and time lines.
- Communicate effectively both orally and in writing.
- Coordinate meetings and trainings.
- Maintain and evaluate records and data.
- Prepare complete and accurate reports.
- Prioritize and schedule work.

WORKING CONDITIONS:

Work Environment:

- Indoor/Outdoor Environment.
- Constant interruptions.
- Work variable hours.

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