

MODESTO CITY SCHOOLS

Job Description

JC # 1494

APPLICATION SPECIALIST I

OVERALL RESPONSIBILITY

Under general supervision, assist in the implementation, operation and maintenance of District Information System applications (both commercial and District developed), and provide support and training for those applications. Develop and complete basic programming tasks and develop reports in support of District needs. Determine if problem escalation is necessary or appropriate.

SPECIFIC RESPONSIBILITIES

1. Act as a liaison between District application users and Information Systems staff. Assist in the maintenance and operation of District application and support systems.
2. Provide technical support developing solutions for user-related problems and application systems. Provide general information about data and data relationships to help with maintaining and reporting information.
3. Use group collaboration platforms to facilitate user interaction, file sharing and support.
4. Design, develop and produce standardized and custom reports according to legal and/or user specifications for the District using a variety of software applications.
5. Evaluate data and reports to maintain quality control, participate in complex data information systems projects and assist with state reporting. Help meet the expectations for timely, accurate and consistent generated data.
6. Analyze data and situations using logical reasoning to identify problems; draw valid conclusions and develop creative solutions that meet the District technology requirements.
7. Maintain automated reporting system to track user questions, application problems, enhancement requests and steps taken or information provided to resolve problems and answer questions.
8. Interface with vendors and contractors to resolve technical issues related to software applications.
9. Effectively communicate and maintain cooperative relationships with those contacted during the course of work.
10. Perform other related duties as assigned.

SALARY

Classified Unit Salary Schedule (Range 34).

QUALIFICATIONS

Knowledge/Ability

Minimum Requirements:

Knowledge of the operation and limitations of computer systems and related equipment.

Knowledge of basic logic and/or programming principles.

Knowledge of and ability to use Internet related authoring tools.

Knowledge of and ability to use applications software, personal computer operating systems, and network services.

Knowledge of and ability to operate Windows personal computers, laser and impact printers and other associated peripheral devices.

Ability to work with a minimum of supervision.

APPLICATION SPECIALIST I (continued)

QUALIFICATIONS (continued)

Education

Minimum Requirement:

High School diploma or General Education Development (GED) certificate or California High School Proficiency Examination (CHSPE) certificate.

Experience

Minimum requirement:

Two (2) or more years of experience using multi-user multi-function information systems.

Desirable Qualification:

Two (2) or more years of experience supporting specific purpose applications and support services.

Physical Characteristics

With or without the use of aids:

Sufficient vision to read small print.

Sufficient depth perception to work on computers and related equipment.

Sufficient hearing to hear normal and telephone conversations.

Ability to speak in a voice that can be clearly heard and understood on the telephone and in face-to-face conversations.

Sufficient dexterity to manipulate small objects, print or write legibly, operate telephone, or use a computer.

Sufficient physical ability to sit or stand for prolonged periods of time.

Sufficient physical ability to reach horizontally and vertically with arms.

REPORTS TO

Systems and Operations Manager

Cabinet Approved: 8/7/07

Unit Approved: 8/16/07

Board Approved: 8/27/07