

MODESTO CITY SCHOOLS

Job Description

JC # 1496

APPLICATION SPECIALIST III

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 complex reports in support of District needs. Troubleshoot and provide answers to support questions. Analyze problems, evaluate alternatives and devise efficient solutions to application related needs.

SPECIFIC RESPONSIBILITIES

1. Act as a liaison between District application users, and Information Systems staff. Assist in the implementation, maintenance and operation of District application and support systems. *E*
2. Provide technical support developing solutions for user-related problems and application systems. Provide details about data and data relationships to help prepare specifications for collecting, maintaining and reporting information. *E*
3. Review and develop course content, prepare instructional materials and provide application specific training. *E*
4. Organize and prepare application software documentation, procedural documentation and operation instructions. Use group collaboration platforms to facilitate user interaction, file sharing and support. *E*
5. Design, develop and produce standardized and custom reports according to legal and/or user specifications for the District using a variety of software applications. *E*
6. Serve as a technical resource and lead support specialist for District employees using application systems. 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. *E*
7. Analyze data and situations using logical reasoning to identify problems; draw valid conclusions and develop creative solutions that meet the District technology requirements. *E*
8. Maintain automated reporting system to track user questions, application problems, enhancement requests and steps taken or information provided to resolve problems and answer questions. *E*
9. Modify database structure and perform database reorganization to accommodate local data tracking requirements. Evaluate complex requirements and devise appropriate solutions using the functionality of the systems assigned. *E*
10. Interface with vendors and contractors to resolve technical issues related to software applications. *E*
11. Provide support and assistance with day-to-day operation of application related support services, auto dialer system, web portals, and information and business systems as assigned. *E*
12. Utilize technology to input, create, maintain, or update records, reports, or other related information. *E*
13. Effectively communicate and maintain cooperative relationships with those contacted during the course of work.
14. Perform other related duties as assigned.

SALARY

Classified Unit Salary Schedule

APPLICATION SPECIALIST III (continued)

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.

Education

Minimum Requirements:

- High School diploma or General Education Development (GED) certificate or California High School Proficiency Examination (CHSPE) certificate.
- Associate of Arts degree in computer science or related field.

Desirable Qualification:

- Bachelor's degree in computer science or related field.

Experience

Minimum Requirements:

- Four (4) or more years of experience supporting specific purpose applications and support services.

Desirable Qualifications:

- Four (4) or more years of increasing responsibility supporting a specific purpose application environment in a school district.

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

Information Systems Manager responsible for application(s) assigned.

Board Approved: 8/27/07

Reclassification/Equity Adjustment Review Committee Revised and Approved: 4/29/19