

APPLICATION SPECIALIST

DEFINITION

Under general supervision assist in the implementation, operations and maintenance of District Information Technology applications (both commercial and District developed), and provides support and training of those applications; develops and completes basic programming tasks and develop complex reports in support of District needs; troubleshoots and provide answers to support questions; analyze problems, evaluates alternative and devises efficient solutions to application related needs; performs other related duties as assigned and/or required.

ESSENTIAL DUTIES

- acts as a liaison between District application users, and Information Technology staff
- assist in the implementation, maintenance and operations of District applications and support systems
- responsible for all state/federal reporting
- provides technical support developing solutions for user-related problems and application systems
- provides details about data and data relationships to help prepare specifications for collecting, maintaining and reporting information
- reviews and develops course content, prepare instructional materials and provide application specific training
- organizes and prepares application software documentation, procedural documentation and operation instructions
- communicates data requirements to appropriate department/site personnel
- uses group collaboration platforms to facilitate user interaction, file sharing and support
- designs, develops and produces standardized and custom reports according to legal and/or user specifications for the District using a variety of software applications
- creates, schedules and documents custom extracts and ad hoc reports
- serves as a technical resource and lead support specialist for District employees using applications systems
- evaluates data and reports to maintain quality control
- participates in complex data information systems projects and assist with state reporting
- maintains knowledge of changes to current state and governmental agencies reporting requirements through District provided in-services and trainings
- responsible for finding and correcting data anomalies within the student information system necessary to complete state/federal reporting requirements for the California Department of Education (CDE) and the United States Department of Education
- helps meet the expectations for timely, accurate and consistent generated data
- analyzes data and situations using logical reasoning to identify problems; draw valid conclusions and develop creative solutions that meet the District technology requirements
- modifies database structures and perform database reorganization to accommodate local data tracking requirements
- evaluates complex requirements and devise appropriate solutions using the functionality of the systems assigned
- interfaces with vendors and contractors to resolve technical issues related to software applications
- provides 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
- effectively communicates and maintain cooperative relationships with those contacted during the course of work
- may represent the District to state and local governmental agencies relative to CALPADS and best practices
- Perform other related duties as assigned

QUALIFICATIONS

Knowledge of: Methods, procedures, and techniques pertaining to various aspects of data processing application operations; operation and limitations of computer systems and related equipment; basic logic and/or programming principles; technology related to electronic submission of data to the state and/or federal reporting (CDE, CALPADS, and other organizations); commonly used applications in word processing, spreadsheet, report writing and database programs; Microsoft Office Word, Excel, Access, and PowerPoint; principles of effective communication, vocabulary, grammar, spelling, and punctuation; basic mathematic concepts and record keeping techniques.

Ability to: Use internet related authoring tools. Use applications software, personal computer operating systems, and network services. Operate Windows personal computers, laser and impact printers and other associated peripheral devices; work with a minimum of supervision. Interpret and apply rules and requirements for electronic submission of data; establish and maintain cooperative working relationships; understand and follow oral and written directions; perform difficult or complex clerical work, which includes auditing, checking and correcting data.

PHYSICAL DEMANDS

The physical requirements indicated below are examples of the physical aspects that positions classification must perform in carrying out essential job functions.

- will occasionally exert 25 to 40 pounds of force to lift, carry, push, pull or otherwise move objects
- will involve walking or standing for extended periods of time, but will sit for brief periods; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- must possess the ability to hear and perceive the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing oral information , both in person and over the telephone
- must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of this job.

EXPERIENCE AND EDUCATION

Experience: Four or more years of extensive experience working with databases supporting specific purpose applications and support services, and acting as a resource for problem identification and resolution concerning data issues; four or more years of increasing responsibility supporting a specific purpose applications environment in a school district is desirable.

Education: Verification of completion of an Associate of Arts/Science degree or higher degree, from an accredited college/university, with a minimum of fifteen (15) semester units of course work in a computer related field.

License Requirement: Possession of a valid California Motor Vehicle Operator’s License

Condition of Employment: Insurability by the District’s liability insurance carrier