**Rialto Unified School District**

## SYSTEMS APPLICATION SPECIALIST

**DEFINITION**

Under general supervision assists in the implementation, operations, and maintenance of District Information Technology Systems management applications (both commercial and District developed), and provides support and training of these applications; develops and completes scripting tasks and task sequences, develop complex reports in support of District needs; troubleshoots and provide answers to support questions; analyze problems, evaluates alternatives, and devises efficient solutions to systems management related needs; performs other related duties as assigned and/or required.

**ESSENTIAL DUTIES**

- Acts as a liaison between District Information Technology staff and software developer(s)
- Assists in the implementation, maintenance and operations of District systems management applications and support systems
- Provide mobile device deployment and support related to end user guidance and recommendations, activation, account modifications, configuration, testing, problem identifications and resolution
- Device hardware and software deployment. Activities include obtaining, configuration and technical support of all standard hardware/software applications including internally developed and off the shelf software
- Track hardware and software deployments following documented asset management procedures
- Test and perform hardware and software installation for end-user devices (iOS, Android, Windows Mobile)
- Support various applications; create technical specifications, operating procedures and other supporting documentation
- Provides support developing solutions for user-related problems and management systems applications
- Develop content, design, graphics art code and program district web page
- Organizes and prepares application software documentation, procedural documentation and operational instructions
- Uses group collaboration platforms to facilitate user interactions, file sharing and support.
- Design, develop, and produce standardized and custom reports according to legal and/or user specifications for the District using a variety of software reporting software
- Creates schedules and documents custom extracts and ad hoc reports
- Evaluates data and reports to maintain quality control
- Participates in complex data information systems projects
- Maintains knowledge of changes to reporting requirements through District provided applications
- Analyzes data and situations using logical reasoning to identify problems; draw valid conclusions and develop creative solutions that meet the Districts technology requirements
- Evaluates complex requirements and devises appropriate solutions using the functionality of the management systems assigned
- Interfaces with vendors and contractors to resolve technical issues related to management software applications
- Provides support and assistance with day operations of application related support services, web-based application, management consoles, mobile device management systems, volume purchase programs, and information management systems as assigned
- Effectively communicates and maintains cooperative relationships with those contacted during the course of work
- Perform other related duties as assigned

## QUALIFICATIONS

**Knowledge of:** Methods procedures, and techniques pertaining to various aspects of centralized management systems and operations; operation and limitation of computer systems and related equipment; basic logic and/or programming/scripting principles; commonly used applications in word processing, spreadsheet, report writing and database programs; Microsoft Office: Word, Excel, Access and PowerPoint; Familiar with Windows Server; the following operating systems: Windows , Mac OS, iOS and Android; HTML HTLM5, PHP, Active Server Pages, Java Script; Java Applet, CGI Scripts, Asp, .Net and Perl; principles of effective communication, vocabulary, grammar, spelling, and punctuation; basic mathematic concepts and record keeping techniques.

**Ability to:** Use internet related authoring tools. Use application software, personnel computer operating systems, and network devices. Operate Windows personal computers, laser printers and other associated peripheral devices; work with minimum of supervision. Interpret and apply rules and requirements for system management.; ability to solve technical problems in person and virtually using remote control tools; 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; Ability to learn quickly and trouble shoot complex solutions. Strong team player; works in a highly collaborative environment. Ability to work effectively with individuals at all levels of the organization. Focused and flexible; effectively navigates changing priorities.

## PHYSICAL DEMANDS

The physical requirements indicated below are examples of physical aspects that positions classifications 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 accommodations 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 systems management supporting specific purpose applications and support services, and acting as a resource for problem identification and resolution concerning laptops, desktop and other mobile devices; four or more years of increasing responsibility supporting an environment in a school district is desirable.

**Education:** Bachelor's degree in Computer Information Systems or a related field. 60 semester hours of college coursework and 2 years' experience in the implementation, operations, and maintenance of Information Technology Systems can be substituted for the Bachelor's degree.

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

**Condition of Employment:** Insurability by the District's liability insurance carrier.

**June 2018**