

## **APPLICATION SPECIALIST**

### **Purpose Statement**

The job of Application Specialist was established for the purpose/s of installing, maintaining and updating application software to meet the technology needs of the District; providing technical support to site administrators and resolving District or school site operational issues.

This job reports to Information Technology Manager

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### **Essential Functions**

- Assesses malfunctions of hardware and/or software applications (server or local machine resident) for the purpose of determining appropriate actions to maintain computer and/or network operations.
- Composes technical and non-technical materials (e.g. reports, memos, procedures, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Designs reports for the purpose of providing personnel with information customized to their specific needs.
- Installs computer software (e.g. operation system updates, patches, specialty application software, etc.) for the purpose of upgrading and improving school District computers.
- Maintains a variety of documents, files and electronic or paper records (e.g. user accounts (voice and email), online documentation, licensing and warranty records, system archives, etc.) for the purpose of providing up-to-date reference and audit trail.
- Orders equipment, supplies and materials for the purpose of maintaining availability of required items and completing jobs efficiently.
- Prepares a variety of reports (e.g. routine and ad-hoc database reports, etc.) for the purpose of documenting activities; responding to requests; or complying with mandated requirements.
- Repairs computers, peripherals, network equipment and software for the purpose of maintaining computers and computer network equipment in a safe and functional operating condition.
- Researches computer and network systems and equipment for the purpose of ensuring the availability and proper operation of services and systems as well as recommending improvements.
- Trains teachers, staff, administrators, parents, and/or student aides (e.g. email, a variety of application software, etc.) for the purpose of ensuring proper and efficient usage of district hardware and/or software resources.
- Transports tools and testing software/equipment to site locations for the purpose of ensuring the availability of materials required to diagnose malfunctions.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: utilizing pertinent diagnostic and application software; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current generation computer hardware configurations, common application and operating system software; LAN/ WAN administration; TCP/IP; methods, materials, and equipment used in the installation, maintenance, testing and repair of computer-related equipment; and safety practices and procedures.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; communicating technical information to non-technical audiences; meeting deadlines and schedules; developing effective working relationships; and adapting to changing priorities.

**Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 85% sitting, 10% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

**Experience** Job related experience is required.

**Education** Community College and/or Vocational School degree with study in job related area.

**Equivalency** None Specified

**Required Testing**

None Specified

**Certificates & Licenses**

None Specified

**Continuing Educ. / Training**

None Specified

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**FLSA Status**

Non Exempt

**Approval Date**

**Salary Grade**

Classified 66

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_