

## **APPLICATIONS SPECIALIST**

### **BASIC FUNCTION**

Performs a variety of technical duties in support of the District's enterprise or department-specific software applications; assists users with understanding and utilizing services and system capabilities; prepares technical documents and trains users on all assigned software applications; troubleshoots and researches basic problems and develops computer-generated reports.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned area supervisors. May provide lead direction to temporary staff and/or student workers.

### **CLASS CHARACTERISTICS**

This classification is responsible for independently performing technical duties associated with District enterprise and department-specific software applications. Employees at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

1. Provides front-line technical support for users of the District's enterprise and department specific applications; investigates and resolves software issues for assigned applications; recommends corrective action or forwards to other technology staff for further research and resolution.
2. Participates in testing assigned applications; evaluates application performance and provides feedback to project stakeholders.
3. Monitors applications to ensure they are operating properly, providing the designed outputs, and meets reliability standards.
4. Assists in developing and implementing procedures to better utilize applications and to automate manual processes; trains staff to operate new and modified systems or procedures; develops operating procedures and user documentation.
5. Develops and implements procedures pertaining to the retention of accurate student records; examines, analyzes, and alters data to preserve an accurate student record; maintains applicable web pages; creates pages, forms, and modifies pages with formatted text and hyperlinks; posts and updates information.
6. Administers security for District employees; enables and disables user accounts and creates security groups and classes; administers student email accounts.
7. Ensures imports and exports of administrative data are done accurately in a timely fashion; prepares ad-hoc and formal reports as required.
8. Fulfills requests for data, analysis, and surveys from various departments and vendors.
9. Develops additional skills, knowledge, and abilities through education, training, in-services, seminars, and conferences to maintain and enhance the level of knowledge and skills required to satisfactorily complete job assignments and to stay current with technology trends related to areas of responsibility.
10. Participates in District-provided in-service training programs.
11. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Multiple enterprise applications. Operational characteristics and uses of applications.
2. Methods and techniques of troubleshooting, diagnosing, and resolving applications issues.
3. Performance and reliability standards for applications.
4. A diverse range of operating platforms used in large technology systems.
5. Use and application of multiple diagnostic tools and methods.
6. Principles of database design.
7. Methods and techniques of developing ad-hoc reports.
8. Methods and techniques of installing and testing software.
9. Application standards and documentation practices.
10. Research methods and techniques.
11. Training methods for technical and non-technical staff.
12. Record keeping principles and practices.

### **Ability to:**

1. Provide technical support to a diverse range of enterprise and department specific applications.
2. Troubleshoot and diagnose application issues or forward to other staff for resolution.
3. Clearly communicate complex technology applications issues to non-technical parties.
4. Prepare and generate custom reports.
5. Work with a variety of end users in multiple departments encompassing business, administrative, and academic users to support their applications needs.
6. Administer system security actions.
7. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
8. Exercise independent judgment within general policy and procedural guidelines.
9. Assists instructors and provides guidance to students as needed.

### **Education and Experience:**

An associate's degree with coursework in computer science or a related field and two (2) years of enterprise application technical support; or an equivalent combination of education, training, and/or experience.

### **Licenses and Certifications:**

None.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.