RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION

JOB TITLE: Applications Support Technician

BASIC FUNCTION: Under the supervision of the area Director/Dean, provides a primary communication link between users of administrative computer systems and the technical resources within Information Services. Helps users to understand and utilize services and system capabilities available on administrative computer systems. Assists in discussions regarding policies and procedures related to administrative computer systems when appropriate. Understands, documents and trains users on all assigned software application areas. Troubleshoots and researches basic problems related to all assigned software application areas. Develops basic computer-generated reports. Assists with day-to-day operations and fulfills ad-hoc user requests. Ensures that the interests and viewpoints of users are represented within Information Services and that Information Services' policies and procedures are communicated to all assigned users.

REPRESENTATIVE DUTIES:

1. Provides basic front-line technical support for users of the District's administrative systems.
2. Investigates and resolves basic administrative software issues for assigned application areas, recommends corrective action or forwards to other information Services staff for further research and resolution.
3. Tests functionality of assigned applications areas.
4. Develops and implements basic procedures to better utilize administrative computer systems and to automate manual processes.
5. Trains staff to operate new and modified systems or procedures; develops operating procedures and user documentation.
6. Ensures imports and exports of administrative data are done accurately in a timely fashion.
7. Prepares ad-hoc and formal reports as required.
8. Attends departmental and committee meetings to provide input pertaining to administrative computer applications as appropriate.
9. Develops additional skills, knowledge and abilities though education, training, in-services, seminars, and conferences in order to maintain and enhance the level of knowledge and skills required to satisfactorily complete job assignments, to stay current with technology trends related to areas of responsibility, as well as to provide recommendations to improve software applications and procedures.
10. Participates in District-provided in-service training programs.
11. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
12. Performs other duties, related to the position, as assigned.

EDUCATION: An associate's degree from an accredited institution in a related field is required.

EXPERIENCE: Two years experience directly related to administrative computer systems as a user or computer technician and experience with higher education information systems are required. Experience using microcomputers and typical PC-based, office-related software is required.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Basic database designs, structured queries and ad-hoc reports, desktop operating systems, report analysis and data variation implications, validation and acceptance procedures, information systems standards and procedures, problem diagnosis and resolution, documentation standards, problem solving techniques, training methods for technical and non-technical staff is desired.

ABILITY TO: Exhibit competent written and verbal communication skills; communicate effectively with faculty and staff; carry out written and verbal instructions; establish and maintain effective relationships with faculty, staff, students and others; understand user needs and be able to develop both manual and technological solutions; establish and maintain harmonious working relationships with others; provide basic technical guidance and recommendations concerning administrative systems; communicate complex technology applications issues clearly to non-technical parties orally or in writing; work under pressure of deadlines and still make decisions that are appropriate for the situation; locate problems based on verbal explanations and correct errors without disrupting end-user operations is desired.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students, staff, and the community.

CONTACTS: Co-workers, other departmental staff, managers, faculty, software and hardware providers, local, state and federal agencies, and employees at other higher educational institutions.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.