

Job Title:	Business Application Support Specialist	Wage/Hour Status:	Daily, Exempt
Reports to:	Business Systems Manager	Pay Grade:	503
Dept/School:	Technology & Information Systems	Date Revised:	November 5, 2014

Primary Purpose

Provide support and training to district personnel responsible for maintaining and using business administrative applications.

Qualifications**Education/Certification**

Bachelor's degree from an accredited university or college

Special Knowledge/Skills

- Knowledge of business applications
- Knowledge of computer applications implementation
- Knowledge of design, development, and implementation of administrative staff development
- Knowledge of structured query language
- Ability to work with adult learners
- Ability to develop and deliver presentations using training strategies
- Ability to effectively communicate complex concepts, both verbally and in writing
- Ability to work independently with little supervision.
- Strong organizational, communication and interpersonal skills

Experience

Two years experience with business applications user support or training

Major Responsibilities and Duties

1. Provides on-call support and problem resolution for computer applications in multi-user computer and communications environment.
2. Answers questions, problems, and concerns about a program, a system or a piece of hardware.
3. Records, tracks, corresponds, and documents resolution of user problems by means of problem reporting database software.
4. Develops documents for training, software /hardware use, user procedures, and as-required project deliverables.
5. Develops course modules and training materials to train end-users and trainers in the use of district integrated software applications.
6. Participates in the implementation, installation, and testing of applications software.
7. Evaluates and interprets end user information requirements.
8. Learns and applies appropriate procedures to assigned areas of specialization.
9. Assists department in managing all automated business records systems in the district within established plans, (federal, state, local) policies, and procedures.
10. Develops and conducts appropriate training programs and materials for technology trainer training.
11. Assists in the preparation of staff development information, documentation, and materials related to user training on multi-user systems.
12. Adheres to maintenance requirements for assigned equipment.
13. Provides requested training-related assistance.
14. Implements application and system standards in all training and assistance activities.
15. Continuously learns and utilizes highly specialized software applications and hardware.
16. Establishes and maintains effective work relationships in the performance of required duties.

Supervisory Responsibilities

None

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintains emotional control under stress, repetitive hand motions and prolonged use of the computer.
Occasional prolonged and irregular hours.

Terms of Employment

226 days; salary to be established by the Board of Trustees

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: _____

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Date: _____

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El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, Patricia Cortez al 230-2033; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Verna Ball 230-2829.