

Job Title: Student Systems Application
Support Specialist

Wage/Hour Status: Exempt

Reports to: Student Systems Manager

Pay Grade: 504

Dept./School: IT

Date Revised: February 18, 2020

Primary Purpose

Provide support and training to District personnel responsible for maintaining and using campus administrative applications.

Qualifications

Education/Certification

Bachelor's Degree in Computer Information Systems, Education, or related field

Special Knowledge/Skills

- Knowledge of computer network, hardware and software applications
- Knowledge of computer applications implementation
- Knowledge of design, development, and implementation of administrative staff development
- Knowledge of and ability to work with adult learners
- Knowledge of and ability to develop and deliver presentations using training strategies
- Ability to effectively communicate complex technical concepts, both verbally and in writing
- Strong organizational, communication and interpersonal skills

Experience

Two (2) year's experience in computer user support or training

Major Responsibilities and Duties

1. Provide on-call support and problem resolution for computer applications in multi-user computer and communications environment.
2. Answer questions, problems, and concerns about a program, a system, or a piece of hardware.
3. Record, track, correspond, and document resolution of user problems by means of problem reporting database software.
4. Develop technical documents for training, software/hardware use, user procedures, and as required project deliverables.
5. Develop course modules and training materials to train end-users and trainers in the use of district integrated software applications.
6. Participate in the implementation, installation, and testing of applications software.
7. Evaluate and interpret end user information requirements.
8. Learn and apply appropriate procedures to assigned areas of specialization.
9. Assist schools in managing all automated student records systems in the district.
10. Develop and conduct appropriate training programs and materials for technology trainer training.
11. Assist in the preparation of staff development information, documentation, and materials related touser training on multi-user systems.
12. Adhere to the maintenance requirements for assigned equipment.
13. Provide requested training-related assistance.
14. Implement application and system standards in all training and assistance activities.
15. Learn and utilize highly specialized software applications and hardware.
16. Help develop and maintain positive staff morale.
17. Demonstrate support for the district's student information system and expected student behavior related to operational aspects of the district.
18. Work independently with little supervision.
19. Establish and maintain effective work relationships with those contacted in the performance of required duties.
20. Perform other duties as assigned by supervisor.

Supervisory Responsibilities

None

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain 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: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy

Employee: _____

Date: _____

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, Rosa Ramos at 230-2031; Section 504 inquiries regarding students may be referred to Kelly Ball at 230-2856.

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, Rosa Ramos at 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Kelly Ball al 230-2856.