



IRVINE UNIFIED SCHOOL DISTRICT

SPECIALIST III-SOFTWARE APPLICATIONS SUPPORT

DEFINITION:

Under the supervision of an-Information Technology Administrator, provides guidance and technical support for end users, monitors and preserves data integrity, creates and runs reports, documents procedures and systems, and conducts training for a variety of enterprise technologies

DISTINGUISHING CHARACTERISTICS:

Specialist III classification provides direct support and has three years of related experience. Specialist IV provides lead support and more complex program support and generally has four years of related experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provides direct support for school and district staff, IUSD families, and consultants. Coordinate scheduled processes and system maintenance.
- Communicate system changes, planned outages, proper procedures and critical timelines to end users.
- Receives and responds to help desk and e-mail requests for support. Provides on-site and remote technical assistance for software, telecommunications and other technology systems.
- Inputs data into an assigned computer system and generates a variety of computerized reports; analyzes and responds to data processing requests; initiates queries and manipulates data as appropriate.
- Answers telephones; sends and receives emails; responds to inquiries and provides technical support to District personnel regarding technology.
- Communicates with personnel and outside agencies to exchange information and resolve issues or concerns.
- Trains and provides technical support to personnel in the proper operation of technology or telecommunications systems and software applications.
- Prepares and distributes documentation and training resources concerning software and system issues, procedures, usage, maintenance and configuration.
- Operates a variety of job related and office equipment including a copier, scanner, computer and assigned software.
- Attends meetings and assists in the coordination of in-service trainings related to assigned activities.

QUALIFICATIONS GUIDE

Knowledge of:

- Data system terms, practices and procedures.
- Principles, methods and procedures of operating computers and peripheral equipment.
- Logical steps in operating systems and record management
- Interpersonal skills using tact, patience and courtesy.
- Applicable database software and spreadsheet applications.
- Technical troubleshooting and documentation standards and best practices.

Ability to:

- Read and accurately interpret detailed operating instructions.
- Monitor and help train school personnel in the use of technology systems.
- Develop queries and reports using assigned software and reporting tools.
- Review and verify input and output data to assure accuracy and efficiency.
- Communicate effectively both orally and in writing.

- **Establish and maintain cooperative and effective working relationships with others.**
- **Determine appropriate action within clearly defined guidelines.**
- **Type or input data at an acceptable rate of speed.**
- **Maintain records and reports.**
- **Understand and follow oral and written instructions.**
- **Prioritize and schedule work.**
- **Meet schedules and time lines.**

EDUCATION/EXPERIENCE:

Any combination equivalent to: graduation from high school and college level coursework in computer science, information systems or related field. Three years of related data processing and data management experience.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Sitting or standing for extended periods of time.**
- **Dexterity of hands and fingers to operate a computer keyboard.**
- **Reaching overhead, above shoulders and horizontally.**
- **Hearing and speaking to exchange information.**
- **Bending at the waist, kneeling or crouching.**
- **Lifting, carrying, pushing and pulling objects up to 25 pounds.**
- **Seeing to view a computer monitor.**

WORK ENVIRONMENT:

Indoor/Office environment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Previously Revised: 06/2017