



IRVINE UNIFIED SCHOOL DISTRICT

SPECIALIST IV-SOFTWARE APPLICATIONS SUPPORT

DEFINITION:

Under the supervision of the Director-Information Services, leads and participates in providing technical assistance to system users concerning multiple software applications, operations, malfunctions and related technologies; plans, organizes and supports operational activities related to maintaining student data use and integrity, including reporting, grading, scheduling, registration, enrollment, analysis, user-training, communications with school sites and parents.

DISTINGUISHING CHARACTERISTICS:

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

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

- Provides lead assistance to system users concerning software applications, operations and malfunctions including the student information systems (SIS) software; investigates, troubleshoots, diagnoses and repairs software malfunctions as directed; determines type of request and provide solutions.
- Receives and logs help desk requests for computer software and systems maintenance and repairs; responds to e-mail requests; schedules and arranges for computer maintenance, installations and repairs as needed including providing remote technical assistance.
- Investigates, troubleshoot, diagnose and repair software malfunctions as directed; installs, configures and updates computer software applications and new computer components as requested.
- Plans and organizes operations schedules, calendars and assigned processes of SIS and SIS support.
- Trains and provides technical support to personnel in the proper operation of computer systems and software applications.
- Lead and provide work direction to assigned personnel; review work for accuracy and completeness.
- Plans, organizes and supports operational activities related to managing student data use and integrity.
- Communicates updates, new procedures and policies and important dates related to assigned activities
- Coordinates timelines with support personnel and school or District users.
- Analyzes and recommends improvements in school and District processes related to student data.
- Prepares and maintains a variety of records and reports related to assigned activities; uploads related information and items to various systems as assigned; type and input data into an assigned computer system.
- Develops queries and reports to support end-user needs; generate and manages assigned SIS accounts.
- Assists with processing student grades process for the District as assigned; collaborate with schools to determine report card timelines; finalize grade and update student attendance, grades and grade point averages.
- Documents desired enhancements to student systems and coordinate changes with programming and vendor support teams.
- Communicates with personnel, various departments and outside agencies to exchange information, coordinate activities and resolve issues or concerns.
- Answers telephones; sends and receives emails; responds to inquiries and provides more complex technical support to District personnel regarding software applications.
- Operates a variety of job related and office equipment including a projector, 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:

- **Database structures, on-line applications and system capabilities of assigned computer systems.**
- **Student Information Systems (SIS) management.**
- **School and district data and processing requirements.**
- **Relational database systems, query and reporting tools.**
- **Principles, methods and procedures of operating computers and peripheral equipment.**
- **Computer hardware systems and software applications utilized.**
- **Data control procedures and data entry operations.**
- **Record retrieval and storage systems.**
- **Oral and written communication skills.**
- **Interpersonal skills using tact, patience and courtesy.**
- **Record-keeping and report preparation techniques.**
- **Technical aspects of field of specialty.**
- **Training processes and techniques.**
- **Technical aspects of field of specialty.**
- **Applicable database software and spreadsheet applications.**
- **Technical troubleshooting and documentation standards and best practices.**

Ability to:

- **Provide assistance to system users concerning software applications, operations and malfunctions.**
- **Troubleshoot and diagnose computer problems and malfunctions.**
- **Input data into an assigned computer system and generate computerized reports.**
- **Operate computers and peripheral equipment properly and efficiently.**
- **Lead, train and provide guidance to school personnel in the use of technology systems.**
- **Develop queries and reports using assigned software and application reporting tools.**
- **Review and verify input and output data to assure accuracy and efficiency.**
- **Assist with the administration and scoring of online assessments and tests.**
- **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. Four 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, standing and walking 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.

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