SWEETWATER UNION HIGH SCHOOL DISTRICT

CLASS TITLE: APPLICATIONS SUPPORT TECHNICIAN

BASIC FUNCTION:

Under the direction of the Information Systems Supervisor, provide technical assistance and support to school sites and department users; participate as a team member in the analysis and support of user requirements, system setup, maintenance of system, development of ad-hoc reports, and ongoing implementation of new releases and modules of the student information system.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Provide technical assistance and support to school sites and department users; serve as department liaison with school sites and District resource on committees relating to student information applications.

Review and implement student computer applications, including new version program testing/debug to ensure they are properly implemented, maintain user documentation, assist in the implementation of new software functions and capabilities.

Maintain current knowledge of student computer applications utilized by the District; assist in researching and evaluating new applications to satisfy users requirements as assigned.

Review user requirements, write specifications and communicate needs with software vendors to receive recommendations for new systems and applications.

Create reports based on user-defined requirements utilizing a variety of ad-hoc reporting tools.

Provide implementation support to classified and certificated staff in the proper use of software modules including classroom attendance and grade reporting.

Provide end-user training and support of existing and future student information system application modules.

Assist in the development of various department software standards.

Communicate with District personnel and outside agencies on the telephone or in person to exchange information, coordinate activities and resolve issues or concerns.

Create procedural documentation for campus users in the areas of registration, attendance, grading, importing student photos and reporting; conduct training sessions including training material, transparencies, handouts and other forms.

Develop operational processing calendars detailing the requirements of schools and departments, including dates and timelines for scheduling, testing, grading, attendance reporting and new-year rollover.

Prepare reports, correspondence and presentations as necessary to support the student information system software.

Troubleshoot and diagnose software problems reported by users and develop solutions and appropriate actions.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Contemporary student information systems.
School office functions including registration, attendance and grade reporting.
Report writing software and SQL reporting tools
Modern office equipment and software applications.
Windows-based and Macintosh operating systems.
Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:
Troubleshoot complex applications and determine appropriate corrective action.
Communicate effectively both written and orally.
Communicate effectively with both technical staff and end-users.
Read and understand technical manuals and documentation.
Coordinate effectively with user personnel and management at all levels.
Develop and deliver user workshops and training activities.
Analyze requirements and recommend appropriate solutions.
Communicate non-technical user requirements to technical staff.
Prepare detailed task plans, complete with time estimates.
Monitor progress of projects.
Conduct workshops and provide in-service training on the use of student computer applications.
Work independently from close supervision and a member of a team, concurrently on more than one project.
Maintain current knowledge of technological advances in the field.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: college level coursework in computer science, programming, business administration or related field and two years applications software experience.

LICENSES AND OTHER REQUIREMENTS:
Valid California Driver's License.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching to reach computer equipment.
Seeing to view a computer monitor.

The Sweetwater Union High School District does not discriminate with regard to sex, race, religion, color, national origin, ancestry/ethnicity, marital or parental status, age, physical or mental disability, sexual orientation or any other unlawful consideration. SUHSD Board Policy #2224.

Office-Technical Job Description
Adopted by BOT 6/16/03