

SWEETWATER UNION HIGH SCHOOL DISTRICT

CLASS TITLE: MICROCOMPUTER SOFTWARE APPLICATIONS SPECIALIST

BASIC FUNCTION:

Under the direction of the Information Technology Support Supervisor, serve as team member in supporting Information Technology Support Technicians in the installation and support of various microcomputer software systems; evaluation of user requirements and conversion and implementation of new software releases.

REPRESENTATIVE DUTIES

ESSENTIAL DUTIES:

Analyze and implement major microcomputer applications to include: new version program testing/debug to ensure they are properly implemented, maintain user documentation, assist in the implementation of new software functions and capabilities.

Develop and implement high-level database queries and reports to determine system integrity.

Provide telephone and on-site support to users and Information Technology field support staff.

Review user requirements and communicate those needs with software vendor either verbally or in the form of written specifications.

Provide end-user training and support of existing and future applications modules.

Maintain current knowledge of and assist in the development of various microcomputer software used by schools and departments.

Evaluate software and document required hardware and software necessary prior to implementation.

Provide technical assistance and guidance to all Information Technology department staff in the use of the applications software.

Prepare reports, correspondence, and presentations as necessary to support the applications software.

Provide technical assistance and support to users of microcomputer applications.

Analyze and diagnose software problems reported by users and develop solutions and/or appropriate actions.

Ensure the ongoing integrity and performance of all district microcomputer applications.

OTHER DUTIES:

Perform other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Microsoft Office Suite and SQL

Microsoft desktop and server operating systems; Macintosh operating systems

Citrix MetaFrame XP

ABILITY TO:

Analyze requirements and recommend solutions.

Troubleshoot complex applications and determine appropriate corrective action.

Communicate effectively with both technical staff and end-users.

Read and understand technical manuals and documentation.

Interpersonal skills using tact, patience and courtesy

Coordinate effectively with user personnel and management.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years education in computer science or business with emphasis in information technology and three years experience with Windows, NT and Macintosh operating systems.

LICENSES AND OTHER REQUIREMENTS:

Microsoft MCSA and A+ certificate

Microsoft Office Specialist

Valid California Class C driver's license

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Seeing to read a variety of materials and view a computer monitor.

Hearing and speaking to exchange information.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Lifting, carrying, pushing or pulling heavy objects.

Reaching overhead, horizontally and above the shoulder to install cables and wires.

Climbing ladders.

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