MICROCOMPUTER SOFTWARE APPLICATIONS SPECIALIST

Purpose Statement

Under the direction of an assigned manager and/or supervisor, serves as team member in supporting Information Technology Support Technicians in the installation and support of various microcomputer software systems; performs evaluation of user requirements and conversion/implementation of new software releases.

Essential Functions

- Analyzes and implements major microcomputer applications to include: new version program testing/debug to ensure they are properly implemented, maintaining user documentation, assisting in the implementation of new software functions and capabilities.

- Develops and implements complex database queries and reports to determine system integrity.

- Creates and maintains user accounts and distribution groups; set permissions in Active Directory.

- Creates and deploys group policy objects via Group Policy Management.

- Creates and deploys images utilizing MDT and Windows Imaging and Configuration Designer.

- Configures, deploys and supports high volume of mobile devices using proprietary inventory system.

- Provides and evaluates mobile applications for various mobile device platforms.

- Analyzes and diagnoses collection and deployment strategies of all student mobile devices and the start/end of the school year.

- Maintains District Library Server archives, rebuilds and patron refreshes.

- Creates mailboxes and voice mailboxes using Exchange Management Console.

- Conducts forensic examinations of computers and associated digital media.

- Conducts data acquisition and forensic examinations of mobile devices using a variety of approved methods and tools.

- Maintains servers that have caching services for Read180 Media and Apple Store purchases and IOS updates.

- Analyzes and interprets the feasibility of new hardware and software and the appropriateness of existing hardware and software in developing new systems and recommends changes to improve existing systems.

- Reviews user requirements and communicates those needs with software vendor either verbally or in the form of written specifications.

- Analyzes and diagnoses software problems reported by users and develops solutions and/or appropriate actions.

- Conducts/participates in staff and user group meetings and training sessions involving technical subject matter.

- Coordinates and trains technical staff in the maintenance of network applications and related problems; explains proper setup and configuration of workstations and network settings as assigned.

- Develops technical training materials and systems testing documents used by staff and user groups.

- Provides technical assistance and support to users of microcomputer applications.

- Provides point of contact to convey resolutions to customer issues and properly escalate unresolved queries to the next level of support.

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

- Provides remote technical support to all district staff utilizing SCCM on a routine basis.

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

- Ensures the ongoing integrity and performance of all district microcomputer applications.

Other Functions

- Performs related duties as assigned.

Job Requirements: Minimum Qualifications
Skills, Knowledge and Abilities

SKILLS are required to perform multiple, complex, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: analyzing and implementing software applications; developing comlex reports and queries; supporting and configuring high volume of mobile devices; analyzing technical issues a developing solutions.

KNOWLEDGE is required to perform advanced math; review and interpret complex materials; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perfom the functions of the job include: applicable types of cabling systems, switches, routers and network design; Microsoft Windows, Virtual Servers, Proxy, DNS, DHCP, WINS, Wi-Fi and LAN systems; mobile device cloud configuration and management; Apple Volume Purchase Pricing Management and Apple ID management; Apple DEP Enrollment Management; Office 365 applications and basic administrative functions using the Office 365 Administration center; Microsoft Windows Store for Business; Google basic Administration Console capabilities; Microsoft desktop and server operating systems; Apple and server operating systems.

ABILITY is required to gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of widely varied types and/or purposes; and utilize a variety of job-related equipment. In working with others, independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; maintaining confidentiality; meeting deadlines and schedules; setting priorities; working as part of a team; working with detailed information/data; analyzing requirements and recommending solutions; troubleshooting complex applications and determing appropriate corrective action.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Resonable accommodations may be made to enable individuals with disabilities to perform essential functions. The usual and customary methods of performing the job's functions require the following physical demands: standing; walking; sitting; using hands to finger, handle or feel objects, tools or controls; reach with hands and arms; bend; stoop; kneel; crouch; climb; talk and hear. The employee must lift and/or move up to 25 pounds. Specific vision abilitites required by this job include close vision and distance vision. The noise level in the work environment is usually moderate.

Education/Experience

Any combination equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science or business with emphasis in information technology and five (5) years experience with Windows, NT and Apple operating systems.

Required Testing	**Certificates & Licenses**
None Specified	CompTia A+
	CompTia N+ or CCNA
	MCSA or MCSE (Desktop and/or Applications)
	Valid California Driver's License

Continuing Educ./Training	**Clearances**
None Specified	Pre-placement Physical Exam; TB Clearance; and
	Criminal Justice Fingerprint/Background Clearance.