CLASS TITLE: APPLICATIONS SPECIALIST

BASIC FUNCTION:
Under the direction of the Chief Technology Officer, report to the Applications Manager or assigned team lead for daily tasks and project assignments, assist with the development, documentation, testing, training, and implementation of new and existing computerized software systems used by the organization; develop and provide system support and services to local school district personnel, including state/federal reporting, student management, personnel, payroll, office applications, web content management, and electronic communication systems.

REPRESENTATIVE DUTIES:
Participate with the development, testing, and implementation of new and existing computerized systems operated by the organization; E

Participate in the installation and testing of new systems and features; develop and utilize test data in the operating system and evaluate and report on results; assist and provide support to Technology Services staff; E

Analyze user concerns, requirements, and requests for system features and uses; identify applications, modifications, and enhancements to existing systems to accommodate user needs; E

Analyze hardware and software issues affecting system users, troubleshoot and prioritize these issues. Work closely with vendor and Technology Services staff to correct hardware and software issues affecting the various computerized business systems; E

Develop and provide system support and services to local school district personnel with regard to state/federal reporting, student information systems, personnel, payroll, office applications, web content management, curriculum applications and electronic communication systems; E

Participate in the preparation of documentation and user support materials and newsletters to assist district personnel in using the systems; develop, organize and write user manuals, guides and other documentation; E

Develop and prepare training materials and participate in user training workshops to present new systems, features, and enhancements; provide one-on-one training as needed; E

Provide a variety of user support plans; answer user questions, explain system operation and requirements, and serve as a liaison between school district users and Technology Services staff with regard to system applications, changes, hardware, communications and other system operations issues; assure compliance with State Education Codes and other regulations. E

Perform tasks to assure successful processing of data; run reports for various student
management, student assessment, state/federal reporting, and other software processes; monitor output to verify integrity and accuracy of the system. Perform various tasks related to the operation of the various computerized business systems; 

Prepare or produce a variety of records and reports related to assigned duties; perform periodic tasks and special projects related to supported software systems, such as assisting and advising district personnel, processing data, monitoring State Reporting preparation and reporting, preparing system specifications, and producing reports; 

Attend planning meetings and interview users to gather information on needs and desired system features; 

Operate a variety of office equipment, including networked personal computers, various software applications, and printers and 

Perform related duties as assigned. 

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**
- Accounting and student policies and procedures in Education;
- Student Information Systems, credentialing, and state reporting policies and procedures in Education;
- Microsoft Office suite of product and applications;
- Operation of client-server and computer equipment;
- Database concepts, including file specifications and layouts;
- Concepts of Client/Server, cloud-based application services, and network operation;
- Analysis procedures, use and interpretation of data, and technical writing;
- Development and presentation of training materials and workshops;
- Application of business systems to user needs in education;
- Correct English usage, grammar, spelling, punctuation and vocabulary;
- Applicable sections of the State Education Code and other applicable laws; and
- Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**
- Assist with the development, documentation, testing, training, and implementation of various computerized systems;
- Develop and provide system support and services to local school district personnel, including state/federal reporting, personnel, student information, office applications, web content management, and electronic communication systems;
- Investigate, identify and recommend solutions to system errors or the implementation of system enhancements;
- Make recommendations for enhancements to existing procedures, techniques, or processes;
- Read and interpret complex and technical reports, manuals and related materials;
- Design and write technical system documentation;
- Design test data and analyze actual results against expected results;
- Learn, explain, and answer questions regarding systems and features;
- Communicate with, and provide training and/or presentations to individual users and to groups;
- Analyze user requests, evaluate systems applications, and communicate with developers and developers.

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analysts;
Design and create reports using various computer applications;
Design forms and formats for training and documentation;
Read, interpret and apply technical documentation and Federal and State laws and procedures;
Provide direction to others while maintaining excellent customer relations; and
Work independently without immediate supervision.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: bachelors’ degree in computer information science, or a closely related field and two years of professional experience in a business or computer related position that included participation in the design or implementation of a computerized system. In addition, two years of student information system support, systems analyst, or the equivalent in a school or school district business office is required.

LICENSES AND OTHER REQUIREMENTS:
Valid State driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Is subject to inside environmental conditions; subject to driving to local school districts to conduct work.

PHYSICAL ABILITIES:
Seeing to drive and to inspect computer screens and output;
Hearing and speaking to provide training and to communicate with County and district staff;
Sitting for extended periods of time;
Ambulate oneself from site to site;
Bending and reaching to retrieve and file records;
Dexterity of hands and fingers to operate computer equipment; and
Lifting training materials weighing up to 20 pounds.

Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.

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