

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: TECHNOLOGY APPLICATION SPECIALIST III**

#### **BASIC FUNCTION:**

Under the direction of the Technology Operations Manager, serve as a technical resource to District personnel in supporting instructional and business technology; provide technical assistance, technical information, problem solving, and advice regarding the use of software applications including the Student Information System, Financial System and others; act as liaison between District personnel, Technology Services, and outside agencies regarding the status of service requests; monitor, maintain, troubleshoot, and administer the District's multi-platform applications and database systems; ensure the coordination and application of established standards and procedures related to information systems applications.

#### **DISTINGUISHING CHARACTERISTICS:**

The Technology Application Specialist III is responsible for the same functions, knowledge and abilities of the Level I and II classifications, plus acting as liaison between District personnel, Technology Services, and outside agencies, monitoring, maintaining, troubleshooting, and administering the District's multi-platform applications and database systems and ensuring the coordination and application of established standards and procedures related to information systems applications.

#### **ESSENTIAL FUNCTIONS:**

Provide user support and customer service. Provide Help Desk functions and be available to users requiring technical assistance. Follow standard Help Desk operating procedures and accurately log all Help Desk contacts using call logging system.

Receive requests from users for service or problems resolution. Prioritize requests and route to appropriate staff for action. Track the progress of service and problem resolution and contact users to keep them informed of the status of their requests.

Document application specific problems and resolutions for future reference and maintain knowledgebase to assist in the troubleshooting of district supported applications.

Communicate effectively with users on the proper operation and use of software applications.

Monitor and maintain health of District applications systems to ensure optimal performance. Troubleshoot application performance and data integrity issues. Use available tools to monitor and analyze current systems status.

Notify appropriate staff of system, programming and/or production problems impacting the reliability or functionality of district applications and services.

Address malfunctions of software applications for the purpose of determining appropriate actions to maintain computer operations.

Maintain application user system access according to established procedures.

Act as a liaison between District personnel, Technology Services, and outside agencies regarding the status of service requests.

Create and maintain operational documentation including procedures, policies, and reference materials.

Maintain current knowledge of technological advances and industry trends by attending conferences, workshops and trainings.

**DEMONSTRATED KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Principles and practices of providing technical customer service and support to users of software applications.

Principles, methods and procedures of maintaining and administering software applications.

Diagnostic techniques and procedures used in software application troubleshooting and repair.

Technical aspects of providing software application training and support.

Principles and practices of training users in the use of software applications.

Principles and practices of developing and managing a user training program.

Scheduling requirements for special projects and production runs.

Student Information System software applications.

Financial System software applications.

Computer hardware systems and software applications utilized by the District.

Technical aspects of field of specialty.

Principles and practices of creating and maintaining operational procedures and documentation.

District organization, operations, policies and objectives.

Policies and objectives of assigned program and activities.

Record-keeping and report preparation techniques.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Modern office practices, procedures and equipment.

Proper lifting techniques.

**ABILITY TO:**

Serve as a technical resource to District personnel.

Operate the Help Desk and provide technical assistance concerning computer software applications.

Assist personnel with setting up and maintaining computer software applications.

Provide training to personnel in the operation of computer software applications.

Develop and conduct computer training materials and programs for District personnel.

Maintain assigned District computer databases.

Maintain current knowledge of technological advances in the field.

Make routine equipment adjustments and perform routine maintenance.

Learn District organization, operations, policies and objectives.

Learn policies and objectives of assigned program and activities.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.  
Maintain records and prepare reports.  
Understand and follow oral and written instructions.  
Meet schedules and time lines.  
Maintain consistent, punctual and regular attendance.  
Move hands and fingers to operate a computer keyboard.  
Hear and speak to exchange information.  
See to view computer monitor and read a variety of materials.  
Sit for extended periods of time.  
Work independently with little direction.  
Plan and organize work.  
Prioritize and schedule work.  
Operate computers and peripheral equipment properly and efficiently.  
Type accurately.  
Use proper lifting methods.

**EDUCATION AND EXPERIENCE REQUIRED:**

Any combination equivalent to: graduation from high school supplemented by college-level course work in computer science or closely related field and three years experience providing technical customer service.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.  
Arm-lift 40 pounds and floor-lift 40 pounds.

**WORKING CONDITIONS:**

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

**BOARD APPROVED:** June 13, 2017