

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: SENIOR TECHNOLOGY APPLICATION SPECIALIST

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; perform overall system management and administration duties on District technology systems and applications; architect and administer standards and policies for District technology systems and applications; act as a project manager to develop and implement project plans for enhancing current technology as well as utilizing new technology; coordinate the daily functions of the Technology Applications Specialists I, II and III.

DISTINGUISHING CHARACTERISTICS:

The Senior Technology Application Specialist is responsible for the same functions, knowledge and abilities of the Level I, II, and III classifications, plus performing overall system management and administration duties on District technology systems and applications, architecting and administering standards and policies for District technology systems and applications, acting as a project manager to develop and implement project plans for enhancing current technology as well as utilizing new technology, and coordinating the daily functions of the Technology Applications Specialists I, II and III.

ESSENTIAL FUNCTIONS:

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.

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 system 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.

Administer district-wide applications and database systems for the purpose of ensuring availability of services to authorized users. Administration includes access level support and permissions for end users.

Generate, receive, and review computer produced output, verifying for completeness and accuracy.

Set up jobs for computer processing according to established control procedures, requirements, and sequence.

Develop procedures for the implementation and maintenance of database files (e.g. securities, permissions, etc.) for the purpose of ensuring proper use and security of data.

Advise other personnel regarding revisions of existing methods, forms, records and reports for information systems for the purpose of maximizing system efficiency.

Research, evaluate, and recommend new applications and technologies to improve efficiency, resolve technical issues, and meet customer needs.

Assist District users with evaluation of new server-based applications to be used at school sites, district departments, and district-wide.

Write project charters and develop project plans. Identify the roles and responsibilities of the project team. Determine the resources necessary to complete the project within the scope and timeline defined within the project charter. Manage the project including resource scheduling, holding meetings, task completion, budgeting, communications, and status reports to management.

Coordinate the daily functions of the Technology Applications Specialists I, II and III to set appropriate priorities and goals to maximize productivity.

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

Perform related duties as assigned.

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.

Project plan development, management and implementation.

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.

Develop and implement project plans for utilizing new technology.

Develop and maintain Hotline schedules and procedures for the Help Desk function including the Student Information System, Financial System and others.

Maintain assigned District computer databases.
Research, analyze, and recommend new system software applications.
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 five 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