SOFTWARE SUPPORT

*Class specifications are intended to present a descriptive list of the <u>range</u> of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION
To perform a variety of functions in support of the data management systems (DMS); to provide assistance and training to district and school staff; and to perform a variety of tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS
Positions at this level are distinguished from other classes within the series by the high level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within the series. Incumbents in this class work independently and may lead and oversee the work of lower level staff.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from the assigned administrator.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS -- *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:
1. Install, test, and perform setup of DMS.
2. Assist with the training classes in all aspects of DMS.
3. Provide telephone and on-site assistance to users of the DMS.
4. Perform software upgrades and maintenance as related to the DMS.
5. Trouble shoot problems related to the DMS.
6. Gather, verify, code and review DMS to assure accuracy, completeness and compliance with district policies and procedures and applicable governmental regulations.
7. Perform as liaison between the district and the DMS provider.
8. Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

English grammar, spelling and punctuation.
Business office machines, e.g., fax, phone, copier, printer.
Basic mathematic principles.
Modern office practices and procedures including use of a computer.
Pertinent Federal, state and local laws, codes and regulations.

Ability to:

Interpret and explain district and school policies and procedures.
Compose letters, memoranda and other written documents.
Type at a speed necessary for successful job performance.
Operate office equipment including a computer.
Work independently in the absence of supervisor.
Communicate clearly and concisely, both orally and in writing.
Establish/maintain effective working relationships with those contacted in the course of work.
Maintain effective audio-visual discrimination and perception needed for:
    --making observations
    --communicating with others
    --reading and writing
    --operating assigned equipment
Make sound decisions
Prioritize assignments to meet schedules and establish timelines.
Learn and use File Transfer Protocol (FTP).
Train and instruct others.

EXPERIENCE AND TRAINING GUIDELINES
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Graduation from high school. Supplemented by course work in technology-related fields and/or two years' experience in a work-related field.

Training:

A working knowledge of personal computers, peripherals and related support software (database, spreadsheet, word processing, and email and internet browsers.)

Licenses:

Valid driver's license.

WORKING CONDITIONS:

Environmental Conditions:

Information systems office environment, school offices, computer labs.

Physical Conditions:

Employees in this classification are regularly required to: stand, walk, sit; use hands and fingers to operate a keyboard or other office machines, tools or controls; reach with hands and arms; stoop; kneel; crouch; crawl under desks to reach cable connections; and hear. Employees assigned to this classification must frequently lift, carry and /or move objects weighing up to 25 pounds.