

Technology Support Specialist II

Purpose Statement

The job of Technology Support Specialist II is done for the purpose/s of developing and installing specialized reporting systems as defined by management and department heads; updating and maintaining data extracts; and providing information and/or direction as may be required.

This job reports to the Lead Technology Support Specialist

Essential Functions

- Analyzes applications, systems and user requirements (e.g. data sources, input requirements, reporting capabilities, workflows, etc.) for the purpose of creating and enhancing user requested specialized programs and systems.
- Collaborates with a variety of internal and external parties (e.g. district personnel, programmers, programmer analysts, database administrators, users, third party vendors, etc.) for the purpose of providing and/or receiving information and ensuring project success.
- Develops functional and system/software specifications from information gathered at user meetings and/or interviews with internal and non-district staff for the purpose of documenting/interpreting user requests, identifying data sources and creating working plan.
- Develops procedures and workflows, systems and system components (e.g. monitoring project plans and schedules, developing program code and user interfaces, documenting applications, etc.) for the purpose of enhancing existing systems and/or providing solutions to current processing problems.
- Implements new software and system applications for the purpose of addressing organizational needs and providing operational capabilities to users.
- Oversees assigned work activities and/or projects for the purpose of providing guidance and support to other staff and to ensure completion of projects within established guidelines.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Recommends equipment, supplies and materials for the purpose of identifying required items to provide appropriate services.
- Researches computer hardware and software applications, programming languages, and current technology (e.g. being knowledgeable on trends, recommending acquisitions, etc.) for the purpose of being knowledgeable on trends and recommending acquisitions.
- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance, advice and support.
- Tests and/or monitors the testing of developed application software for the purpose of ensuring that product matches defined requirements and expected functionality.
- Trains selected personnel for the purpose of ensuring their ability to use new and/or existing processes.
- Troubleshoots application software for the purpose of isolating bugs and resolving issues and/or providing user training.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, highly complex, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: planning and managing projects; preparing and maintaining accurate records including developing and maintaining time estimates and schedules; reading entity-relationship diagrams; supervising staff and project groups; and using pertinent software applications.

KNOWLEDGE is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation and legacy application programming languages; system design; process and data modeling techniques; database theory; technologies and tools, benefits and limitations of technology; and project management.

ABILITY is required to schedule activities and/or meetings; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: setting priorities; communicating effectively with persons of varied technical background; meeting deadlines and schedules; and working with frequent interruptions.

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience within a specialized field is required.

Education Bachelors degree in job-related area.

Equivalency BA, BS degree in related area with increasing levels of job-related experience may substitute for MA Degree.

Required Testing

Pre-Employment Proficiency Test

Certificates

Appropriate Technology Certification

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background
Clearance

FLSA Status

Non Exempt

Approval Date

Salary Range