



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED

SYSTEMS APPLICATION SPECIALIST

DEFINITION:

Under the direction of an assigned Administrator or Supervisor, assist in the implementation, operation, and maintenance of District Information Technology Systems management applications and provide support and training for applications; develop and complete scripting tasks and task sequences; develop complex reports in support of District needs; troubleshoot and provide answers to support questions; analyze problems, evaluate alternatives, and devise efficient solutions to systems management related needs; perform other job-related duties as assigned and/or as required.

ESSENTIAL DUTIES:

- Assist in the implementation, maintenance, and operation of District systems management applications and support systems, both commercial and District-developed; evaluate complex requirements and devise appropriate solutions using the functionality of the management systems assigned.
- Serve as a liaison between District Technology Services staff and software developer(s); interface with vendors and contractors to resolve technical issues related to management software applications.
- Provide training, support, and assistance with daily operations of application-related support services, web-based applications, management consoles, mobile device management systems, volume purchase programs, and information management systems as assigned; research product updates and issues; troubleshoot issues with assigned devices; check reports for suspicious logins and email spam.
- Provide mobile device deployment and support related to end user guidance and recommendations, activation, account modifications, configuration, testing, problem identifications, and resolution.
- Perform various duties related to device hardware and software deployment including obtaining, configuration, and technical support of standard hardware/software applications used by the district.
- Track hardware and software deployments following documented asset management procedures; test and perform hardware and software installation for various end user devices.
- Support various applications; create technical specifications, operating procedures, and other supporting documentation; organize and prepare application software documentation, procedural documentation, and operational instructions.
- Provide assistance in developing solutions for user-related problems and management systems applications; assist with problem-solving via script; research new solutions.
- Use group collaboration platforms to facilitate user interactions, file sharing, and support.
- Design, develop, and produce standardized and custom reports for the District according to legal and user specifications utilizing a variety of reporting software.

- Create schedules and document custom extracts and ad hoc reports; evaluate data and reports to maintain quality control; participate in complex data information systems projects.
- Analyze data and situations using logical reasoning to identify problems; draw valid conclusions and develop creative solutions that meet the District's technology requirements.
- Operate job-related equipment including internet-related authoring tools, application software, network devices, laser printers, a computer, assigned software, and other associated peripheral devices; drive a vehicle to conduct work.
- Maintain current knowledge of changes to reporting requirements through District provided applications.
- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Methods, procedures, and techniques pertaining to various aspects of centralized management systems and operations.
- Operation and limitations of computer systems and related equipment.
- Moderate logic and programming/scripting principles.
- Commonly used applications in word processing, spreadsheet, report writing, and database programs.
- Hardware, software, various operating systems, and peripheral operations related to assigned systems.
- Recordkeeping techniques.
- Modern office methods, procedures, and equipment.
- Interpersonal skills including tact, patience, and courtesy.
- Oral and written communication skills.
- Correct English usage, grammar, spelling, and punctuation.

ABILITY TO:

- Perform duties in the implementation, maintenance, and operations of District systems management applications and support systems.
- Interpret and apply rules and requirements for system management.
- Solve technical problems in person and virtually using remote control tools.
- Perform difficult or complex clerical work, which includes auditing, checking, and correcting data.
- Train others in assigned programs.
- Learn quickly and troubleshoot complex solutions.
- Operate a variety of job-related equipment including a computer, assigned software, and related peripheral devices.
- Work independently with little direction.
- Work in a highly collaborative environment as a strong team player.
- Work effectively with individuals at various levels of the organization.
- Prioritize and schedule work.
- Meet schedules and timelines.
- Establish and maintain cooperative working relationships.
- Understand and follow oral and written directions.

EDUCATION AND EXPERIENCE:

EDUCATION:

Bachelor's degree in Computer Information Systems or a related field. 60 semester hours of college coursework and 2 years' experience in the implementation, operations, and maintenance of Information Technology Systems can be substituted for the Bachelor's degree.

EXPERIENCE:

Four years of experience working with systems management supporting specific purpose applications and support services, serving as a resource for problem identification and resolution of network devices. Experience in the installation, configuration, and administration of the latest server OS. Recent job-related experience within the last five years is required.

LICENSES, CERTIFICATIONS AND OTHER REQUIREMENTS:

- Verification of a valid California Motor Vehicle Operator's License
- Insurability by the District's liability insurance carrier.

PREFERRED QUALIFICATIONS:

Four or more years of increasing responsibility supporting an environment in a school district is preferred, but not required.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office work environment. Driving a vehicle to conduct work.

PHYSICAL ELEMENTS:

The physical requirements indicated below are examples of the physical aspects that the position classification must perform in carrying out essential job functions.

- Will occasionally exert 25 to 40 pounds of force to lift, carry, push, pull or otherwise move objects.
- Will involve walking or standing for extended periods of time, but will sit for brief periods; will occasionally be required to bend stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder.
- Must possess the ability to hear and perceive the nature of sound.
- Must possess visual acuity and depth perception.
- Must be capable of providing oral information, both in person and over the telephone.
- Must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

POTENTIAL HAZARDS:

Working at heights.

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