

MODESTO CITY SCHOOLS

PROPOSED

Job Description

JC# 1423

LEAD APPLICATION SPECIALIST

OVERALL RESPONSIBILITY

Assist in the implementation, operation and maintenance of District applications (both commercial and District developed), and lead support and training for those applications. Develop and complete basic programming tasks and develop complex reports in support of District needs. Lead participation in procedure development for the district. Oversee and provide training and daily support for various applications.

SPECIFIC RESPONSIBILITIES

1. Act as a liaison between District application users, and Information and Educational Technology Services staff; Lead assistance in the implementation, maintenance, and operation of District application and support systems. *E*
2. Provide technical support to developing solutions for user-related problems and application systems; Provide details about data and data relationships to help prepare specifications for collecting, maintaining and reporting information; assure system security of various applications and protect user privacy by following best practices for handling system data. *E*
3. Review and develop course content; prepare instructional materials and provide application-specific training. *E*
4. Organize and prepare application software documentation, procedural documentation, and operation instructions; use group collaboration platforms to facilitate user interaction, file sharing, and support; provide state reporting assistance and respond to requests for district data submitted through CALPADS, CBEDS/ORA, CRDC, and other state or federal reporting systems *E*
5. Design, develop and produce standardized and custom reports according to legal and/or user specifications for the District using a variety of software applications. *E*
6. Serve as a technical resource and lead support specialist for District employees using application systems. Evaluate data and reports to maintain quality control; participate in complex data information systems projects and assist with state reporting; help meet the expectations for timely, accurate and consistent generated data. *E*
7. Analyze data and situations using logical reasoning to identify problems; Draw valid conclusions and develop creative solutions that meet the District technology requirements. *E*
8. Maintain an automated reporting system to track user questions, application problems, enhancement requests and steps taken, or information provided, to resolve problems and answer questions. *E*
9. Modify database structure and perform database reorganization to accommodate local data tracking requirements. Evaluate complex requirements and devise appropriate solutions using the functionality of the systems assigned. *E*
10. Act as a primary contact for vendors and contractors to resolve technical issues related to software applications. *E*
11. Lead support and assistance with day-to-day operation of application-related support services, auto dialer system, web portals, and information and business systems as assigned. *E*

LEAD APPLICATION SPECIALIST (continued)

12. Research, test, analyze, revise, recommend and support procedures that use technology tools to enhance productivity, accuracy, and efficiency; participate in procedure development for the district. *E*
13. Write SQL queries and use other tools to validate data as well as provide requested data from district databases; create and maintain documentation specific to Modesto City Schools that details how and where data is captured, where data is stored and includes the relationships between data elements. *E*
14. Assist in the selection, orientation, training, supervision and evaluation of subordinate personnel. *E*
15. Attend conferences, seminars, and webinars to support new and existing information systems, to maintain current knowledge of technological advances and industry trends; communicate with assigned supervisor to provide input and make recommendations. *E*
16. Effectively communicate and maintain cooperative relationships with those contacted during the course of work.
17. Perform other related duties as assigned.

SALARY

Classified Unit Salary Schedule

QUALIFICATIONS

Knowledge/Ability

Minimum Requirements:

- Knowledge of the operation and limitations of computer systems and related equipment.
- Knowledge of basic logic and/or programming principles and interface/data mapping.
- Knowledge of and ability to use Internet-related authoring tools.
- Knowledge of and ability to use applications software, personal computer operating systems, and network services.
- Knowledge of and ability to operate computers, laser and impact printers, and other associated peripheral devices.
- Ability to work independently with little supervision.

Education

Minimum Requirements:

- High School diploma or General Education Development (GED) certificate or California High School Proficiency Examination (CHSPE) certificate.

Experience

Minimum Requirements:

- Four (4) or more years of experience supporting specific purpose applications and support services.

Desirable Qualifications:

- Four (4) or more years of increasing responsibility supporting a specific purpose application environment in a school district.
- Knowledge of the CALPADS state reporting data system and experience using CALPADS to submit and verify local education agency data.

LEAD APPLICATION SPECIALIST

QUALIFICATIONS (continued)

Physical Characteristics

With or without the use of aids:

Sufficient vision to read small print.

Sufficient depth perception to work on computers and related equipment.

Sufficient hearing to hear normal and telephone conversations.

Ability to speak in a voice that can be heard and understood on the telephone and in face-to face conversations.

Sufficient dexterity to manipulate small objects, print or write legibly, operate a telephone or use a computer.

Sufficient physical ability to sit or stand for prolonged periods.

Sufficient physical ability to reach horizontally and vertically with arms.

REPORTS TO

Chief Technology Officer, Information and Educational Technology Services or designee

Cabinet Approved: 2/11/20

Unit Approved:

Board Approved: