



SYSTEMS SUPPORT SPECIALIST

Classification: Professional-Technical Level 1

Location: District Office

Reports to: Department Director/Supervisor

FLSA Status: Non-Exempt

Employee Group: Professional-Technical

This job description does not constitute an employment agreement between the district and the employee and is subject to change as the district's needs and job requirements change.

Part I: Position Summary

The position is part of a team supporting district-level student information management and learning management systems. It provides one-on-one assistance to system users, resolves problems and issues related to various system-related software, and implements usage and secure access for system users.

Part II: Supervision and Controls over the Work

Serves under the direction and guidance of LITS leadership. Is held responsible for carrying out assigned tasks and areas of responsibility. Systems support is to be performed consistently with professional and technical standards and practices, including system documentation. Work is evaluated based on the effectiveness, performance, and reliability of assigned functions and responsibilities.

Part III: Major Duties and Responsibilities

1. Assists with maintaining system security, accessibility, and data integrity by regulating access, data validations, and procedural compliance. Provides user support in collaboration within the department, utilizing information services technology, reporting tools, and productivity software to maintain best practices. Develops documentation materials that provide end users with clear, up-to-date, and readily available reference documentation. Works with end users and department team members to identify issues and reporting needs related to student information.
2. Supports users through service ticket incidents and requests. Investigates and resolves application and functionality-related issues and provides support and troubleshooting of district and vendor application systems. Troubleshoots technical issues. Helps and advises users in the effective use of applications and information technology. Serves as a parent resource for account management and access issues related to student information systems and curricular applications.
3. Assists in maintaining technical documentation for new and existing applications. Updates and writes technical procedures and application documentation, including operations, user guides, etc.
4. Monitors daily operations, integrations, ongoing processes, and annual cycles for web applications and interfaces to facilitate system efficiency and effectiveness for staff. Monitors maintenance of forms, templates, and procedures for user interfaces. Maintains master definition records for assigned functionality.



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5. Assists with system and data audits and reporting to validate transactions and system reliability.
6. Participate in meetings with the department, team, and user groups to discuss project, regulation, and application status and issues to be resolved. Provide support during initial use, new employees, and ongoing training.
7. Assists with testing and assessing new IT software applications and initiatives to support and enhance new and existing district computer systems.

Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities or have otherwise demonstrated a commitment to strengthening the engagement of a diverse community and skill in communicating with a diverse population.
2. Minimum two-year associate degree or equivalent in technology or directly related fields. Related experience may be substituted for education on a year-for-year basis.
3. Knowledge of data processing and enterprise software applications.
4. Strong mathematical, analytical, and problem-solving skills.
5. Experience implementing standards, procedures, and guidelines to support operational processes.
6. Self-motivated with the ability to prioritize, meet deadlines, and manage changing priorities.
7. Proven ability to be flexible and work hard, both independently and in a team environment, in a high-pressure on-call environment with changing priorities.
8. Excellent English oral and written communication skills and presentation and facilitation skills.

Part V: Desired Qualifications

Specific knowledge and experience managing district-specific applications or higher environments preferred.

Part VI: Physical and Environmental Requirements of the Position

The physical demands and work environment described here represent those that an employee must meet to perform the essential functions of this job successfully.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.



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While performing the duties of this job, the employee is frequently required to bend, reach, perform repetitive motions, sit, stand, move about, hear, and speak. The employee must also perform extensive work at a computer display terminal.

The employee must occasionally lift and move 25 to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.