POSITION DESCRIPTION

TITLE: Computer Application Support Technician
LOCATION: Administrative Service Center
REPORTS TO: Manager, Information Technology
DEPARTMENT: Information Technology (IT)

SUMMARY STATEMENT:
Under the supervision of the Manager of Information Technology, the Application Support Technician will perform computer application support by assisting with the exchange of information between computer systems by report writing, assisting with workshops and related materials, and maintaining security levels for users of the Washington School Information Processing Cooperative (WSIPC) Fiscal and Student systems.

ESSENTIAL FUNCTIONS:
1. Communicate effectively with staff and the general public in person, by telephone, via E-mail, and in writing.
2. Perform documentation development and distribution for related software applications.
4. Perform workshop presentations.
5. Assist with coordinating resources, scheduling of work assignments for related applications.
6. Assist with communication with vendors, staff, and users regarding the use of related software, including web based documentation.
7. Utilize report writing functions of Fiscal/HR/Payroll and Student systems for reporting and creating information for use with other computer applications/systems.
8. Maintain records and/or issues reported to WSIPC.
9. Travel from location to location in order to perform tasks.
10. Assist teachers and support staff in the use of various software programs.

OTHER RESPONSIBILITIES:
1. Establish and maintain Vendor and Help Desk status listings.
2. Perform other related duties as assigned.

PHYSICAL DEMANDS REQUIRED:

| Vision (66-100%) | Standing (66-100%) | Pushing/Pulling (66-100%) |
| Speaking (66-100%) | Reaching (66-100%) | Bending/Stooping (33-66%) |
| Hearing (66-100%) | Sitting (Up to 33%) | Walking (33-66%) |
| Writing (33-66%) | Acceptable Attendance | Driving (66-100%) |
| Lifting/carrying up to 50lbs. (33-66%) | Use of hands and/or arms for repetitive motion (66-100%) | |

MENTAL DEMANDS REQUIRED:

| Reading Documents (66-100%) | Customer Contact (66-100%) | Problem Solving (66-100%) |
| Verbal Communication (66-100%) | Written Communication (33-66%) | Constant Interruptions (66-100%) |
| Reasoning (66-100%) | Constant Interruptions (66-100%) | Math (33-66%) |
| Detailed Work (66-100%) | Training (Up to 33%) | Confidentiality (66-100%) |
| Multiple Concurrent Tasks (66-100%) | | |

Percentages of requirements of physical and mental tasks are only an estimate. Reasonable accommodations for persons with a
disability will be considered in order for them to perform the essential functions of the job.

(66-100%) = Continuously  (33-66%) = Frequently  (Up to 33%) = Occasionally

TOOLS AND EQUIPMENT NECESSARY:
IBM/PC (clone), Macintosh, typewriter, telephone, copy machines, printers, calculator, FAX machine, and all other tools and equipment necessary to perform the essential functions as listed above.

MINIMUM QUALIFICATIONS:
(Testing may be required)
1. Keyboarding of 50 wpm.
2. Two years of experience in a related field, or equivalent training.
3. Must possess working knowledge of generally accepted computer database and software functions.
4. Knowledge of Macintosh and IBM/PC hardware and software preferred.
5. Working knowledge of the Internet, modems, and communication software preferred.
6. Working knowledge of network operations preferred.
7. Demonstrated ability to communicate effectively with students, staff, and the general public.
8. Demonstrated ability to work independently with a minimum of supervision.
9. Must be flexible, cooperative, and be able to maintain confidentiality.
10. Demonstrated ability to operate the office equipment listed in the tools and equipment area above.
11. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
12. Demonstrated ability to handle multiple priorities at one time.
13. Demonstrated organizational skills and a commitment to follow through.
14. Demonstrated ability to perform under conditions of contact interruption and perform under deadline pressure.
15. Must be able to travel from location to location to perform tasks.
16. Demonstrated ability to establish and maintain positive relationships with others as part of a team.

260-261 Days Per Year (Includes Holidays)
8 Hrs. Per Day

PSE: ___________________________ Date: ________________

District: ___________________________ Date: ________________

Revised Date: 08/05/2008
Classification: Professional Technicians (PSE)
Class: Class VIII
Display on Web? Yes

Computer Application Support Technician