POSITION DESCRIPTION

TITLE: Enterprise Application Support Specialist
LOCATION: Administrative Service Center
REPORTS TO: Manager of Applications and Systems
DEPARTMENT: Information Technology (IT)

SUMMARY STATEMENT:
Under the supervision of the Manager of Applications and Systems, the Enterprise Application Support Specialist will perform a variety of professional and administrative functions related to the support of the district’s student information system, financial system, and other related systems. This includes, but is not limited to, assisting with the exchange of data between systems; assisting with technical documentation, training and support materials; and maintaining accounts, security and data attributes for users.

ESSENTIAL FUNCTIONS:
1. Communicate effectively with staff and the general public in person, by telephone, via E-mail, and in writing.
2. Develop technical, operational, and user documentation for the use of district enterprise applications.
3. Develop training plans, materials, and provide end-user training of district enterprise applications which may include 1:1 coaching, videos, demonstrations, workshops, and instructor-led classes.
4. Perform password, security, and data attribute updates for users of district enterprise applications.
5. Assist and support staff and users in the use of district enterprise applications.
6. Assist with operations, coordinating resources, and scheduling of work assignments for district enterprise applications.
7. Assist with communication with vendors, staff, and users regarding the use of district enterprise applications including online resources such as knowledgebase articles, FAQs, and web sites.
8. Assist in working with third party vendors.
9. Utilize report writing functions of district enterprise applications to support data integration with third party or secondary systems.
10. Maintain records and/or issues reported to WSIPC.
11. Travel from location to location in order to perform tasks.

OTHER RESPONSIBILITIES:
1. 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:
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:
Computer hardware and software, 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. Two years of experience with the current district student information and financial system.
4. Must possess working knowledge of generally accepted computer database and software functions.
5. Knowledge of Windows/PC hardware and software preferred.
6. Working knowledge of the Internet and communication software preferred.
7. Working knowledge of network operations preferred.
8. Demonstrated ability to communicate effectively with students, staff, and the general public.
9. Demonstrated ability to work independently with a minimum of supervision.
10. Must be flexible, cooperative, and be able to maintain confidentiality.
11. Demonstrated ability to operate the office equipment listed in the tools and equipment area above.
12. Demonstrated ability to perform tasks accurately and in accordance with established guidelines.
13. Demonstrated ability to handle multiple priorities at one time.
14. Demonstrated organizational skills and a commitment to follow through.
15. Demonstrated ability to perform under conditions of contact interruption and perform under deadline pressure.
16. Must be able to travel from location to location to perform tasks.
17. Must be able to travel outside of the district in order to maintain an up-to-date understanding of current enterprise applications.
18. 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: ________________

New
Revised Date: 12/08/2014
Classification: Professional Technicians (PSE)
Class: Class VIII
Display on Web? Yes

Enterprise Application Support Specialist