

### **CSIS Application Specialist**

#### **DEFINITION**

Under general supervision assists in the implementation, operations, and maintenance of District Information Technology applications (both commercial and District developed), provides support and training of those applications; develops and completes basic programming tasks and develops complex reports in support of District needs; troubleshoots and provides answers to support questions; analyzes problems, evaluates alternative and devises efficient solutions to application related needs; performs other related duties as assigned and/or required.

#### **ESSENTIAL DUTIES**

- acts as a liaison between District application users and Information Technology staff
- assists in the implementation, maintenance and operations of District applications and support systems
- responsible for all CSIS and CALPADS submissions
- provides technical support developing solutions for user-related problems and application systems
- provides details about data and data relationships to help prepare specifications for collecting, maintaining, and reporting information
- reviews and develops course content, prepares instructional materials and provides application specific training
- organizes and prepares application software documentation, procedural documentation, and operation instructions
- uses group collaboration platforms to facilitate user interaction, file sharing, and support
- designs, develops, and produces standardized and custom reports according to legal and/or user specifications for the District using a variety of software applications
- creates, schedules, and documents custom extracts and ad hoc reports
- serves as a technical resource and lead support specialist for District employees using applications systems
- evaluates data and reports to maintain quality control
- participates in complex data information systems projects and assists with state reporting
- helps meet the expectations for timely, accurate, and consistent generated data
- analyzes data and situations using logical reasoning to identify problems; draws valid conclusions and develops creative solutions that meet the District technology requirements
- maintains automated reporting systems to track user questions, application problems, enhancement requests, and steps taken and/or information provided to resolve problems and answer questions
- modifies database structures and performs database reorganization to accommodate local data tracking requirements
- evaluates complex requirements and devises appropriate solutions using the functionality of the systems assigned
- interfaces with vendors and contractors to resolve technical issues related to software applications
- provides support and assistance with day to day operations of application related support services, auto dialer system, web portals, and information and business systems as assigned
- effectively communicates and maintains cooperative relationships with those contacted during the course of work
- performs other related duties as assigned

## **QUALIFICATIONS**

**Knowledge of:** Methods, procedures, and techniques pertaining to various aspects of data processing application operations; operation and limitations of computer systems and related equipment; basic logic and/or programming principles; technology related to electronic submission of data to the CDE, CSIS, and other organizations; commonly used applications in word processing, spreadsheet, report writing, and database programs; Microsoft Office Word, Excel, Access, and PowerPoint; principles of effective communication, vocabulary, grammar, spelling, and punctuation; basic mathematic concepts and recordkeeping techniques.

**Ability to:** Use internet related authoring tools; use applications software, personal computer operating systems, and network services; operate Windows personal computers, laser and impact printers, and other associated peripheral devices; work with a minimum of supervision; interpret and apply rules and requirements for electronic submission of data; establish and maintain cooperative working relationships; understand and follow oral and written directions; perform difficult or complex clerical work which includes auditing, checking, and correcting data.

## **PHYSICAL DEMANDS**

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

- will occasionally exert 25 to 50 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.

## **EXPERIENCE AND EDUCATION**

**Experience:** Four or more years of extensive experience working with databases supporting specific purpose applications and support services, and acting as a resource for problem identification and resolution concerning data issues; four or more years of increasing responsibility supporting a specific purpose applications environment in a school district is desirable.

**Education:** Verification of a High School diploma, a GED certificate, or a higher degree.

**License Requirement:** Possession of a valid California Motor Vehicle Operator's License.

**Condition of Employment:** Insurability by the District's liability insurance carrier.