

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Applications Specialist I or II	CLASSIFICATION:	Classified Non-Management (SEIU/Office-Technical)
SERIES:	Applications Specialist	FLSA:	Non-Exempt
JOB CLASS CODE:	9575: Applications Spec I 9580: Applications Spec II	WORK YEAR:	12 Months
DEPARTMENT:	Technology Services or Assessment, Research, and Evaluation	SALARY:	Range 57 App Spec I Range 65 App Spec II Salary Schedule C
REPORTS TO:	Assigned Supervisor	BOARD APPROVAL:	10-06-07
		HR REVISION:	03-23-12

BASIC FUNCTION:

Perform technical duties and provide support in connection with the analysis, development, installation, implementation, procurement, or support of district information processing systems.

DISTINGUISHING CHARACTERISTICS:

Under specific guidance, the Application Specialist I functions at the entry-level position and has the most limited scope of any Application Specialist. The Application Specialist I is knowledgeable and capable of specific tasks within the application, but is often not able to relate specific tasks into a broader picture of how a sub-area functions. Under general guidance, the Applications Specialist II functions at the journey-level and provides guidance to the entry-level position. The Applications Specialist II is able to understand major sub-areas of the application and/or environment. Applications Specialists I and II support district information systems.

Classes in this series are used to perform a variety of analytical activities in support of information processing systems. Incumbents develop problem solutions using information technology methods; conduct feasibility studies; assist or act as a project manager over information processing projects; work on analysis and support of district information processing systems; develop information processing standards and procedures.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below [E]. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principle job elements.)

Applications Specialist I: Participate with other analysts on information processing system studies of a complex nature, broad scope. **E**

Develop and maintain technical expertise in the application software that supports a district information system, as well as a general knowledge of the functional area; develop additional knowledge of related areas. **E**

Perform tasks that will improve the efficiency and effectiveness of people who will use the application system. Assist in the identification of areas that may benefit from improvement, perform part of the analysis to develop improvement strategies, and then implement part of those strategies in a team environment; assist with the design, analysis, maintenance, and testing of improvements. **E**

Support difficult and complex technical duties related to the analysis, development, implementation, testing, and maintenance of assigned applications and databases; make modifications to database software as necessary; ensure application system quality through compliance with various district, state, and federal technical standards and/or requirements. **E**

Learn to use software and hardware tools including district-standard workstation and network tools for tasks related to the application; get technical guidance from Applications Specialists II and III. **E**

Assist others during the consultation with sites and departments who want to streamline and improve their internal information processes. Under the direction of Applications Specialists II and III, evaluate site or department ideas, suggest improvements, and participate in their implementation; provide documentation, training, and training materials, as needed for end-users, people training end-users, and other technical trainers; monitor changes for desired outcome. **E**

Assist with application system quality through compliance with various district or technical standards, such as version control or change management; assist in application testing and other quality control measures; execute procedures or processes developed by other application specialists; develop, maintain, and enhance application documentation.

Promote teamwork by sharing knowledge, providing cross-training for other employees, cooperating with others, participating in meetings and work groups, and supporting the goals and objectives of the district and the department; may operate a vehicle to conduct work; lift light objects. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Perform related duties as assigned.

Applications Specialist II: Perform all the duties of an entry-level Applications Specialist I in addition to the duties listed below. **E**

Act as a project leader and serve as the advanced technical specialist on complex information processing studies, systems, or problems. **E**

Act as a technical application resource to sites and departments who want to streamline and improve their internal information processes. In consultation with other Applications Specialists, evaluate site or department ideas, suggest improvements, and participate in their development and implementation. Function as a trouble-shooter, when needed, to identify and remedy application system deficiencies. **E**

Develop and maintain knowledge of related areas, such as the relationship of other district information systems. **E**

Learn to use software and hardware tools for particular tasks related to the application, and where to get additional support or assistance for the information system. **E**

Perform rigorous testing and other quality control measures to ensure the integrity of the data and the proper functionality of applications; may provide data to outside agencies. **E**

TRAINING, EDUCATION, AND EXPERIENCE:

Recent progressively responsible experience in information systems support, end-user support, cross-functional teams, and training duties. Experience must include an understanding of database technology, information system flow, tools, and utilities.

AND

Applications Specialist I: Any combination equivalent to: associate's degree, with coursework in information systems or computer science, and four years experience in applications development and support. A proven record of accomplishment in successful application support is essential.

Applications Specialist II: Any combination equivalent to: associate's degree, with an emphasis in information systems or computer science (computer operation, system design, programming, or network operations), and five years experience in applications development and support. At least two years of current duties must be at the Applications Specialist I or equivalent level. A proven record of accomplishment in successful application management and improvement is essential.

LICENSES AND OTHER REQUIREMENTS:

Hold a valid California driver's license and provide proof of insurance. Must be available for mandatory overtime during critical times. Alternative work schedules and/or telecommuting may be mandatory to prevent end-user interference.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Several information systems that support this given functional area.
Methodologies for managing technical change on a proactive basis.
Problem-solving skills.
Principles and practices of providing work direction and guidance to others.
Operation of a computer and related software.
Oral and written communication skills.
Technical aspects of field of specialty.
Record-keeping techniques.
Health and safety regulations.

ABILITY TO:

Perform the basic function of the position.
Use commonly available office automation tools.
Perform responsible analysis without supervision.
Effectively work with program managers and site personnel.
Must be available for mandatory overtime during critical times.
Must be able to work in a manner and at a time so as not to interfere with customer productivity.
Alternative work schedules and/or telecommuting may be mandatory to prevent end-user interference.
Operate a computer and related software.
Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.
Work effectively with constant interruptions.
Lift light objects according to safety regulations.
Work independently on complex assignments.
Provide work direction and guidance to others; function in a team environment.
Meet state and district standards of professional conduct as outlined in Board Policy.

WORKING CONDITIONS:**SAMPLE ENVIRONMENT:**

Office environment; may drive a vehicle to conduct work; constant interruptions.

SAMPLE PHYSICAL ABILITIES:

Sit for extended periods of time; dexterity of hands and fingers to operate a computer keyboard; reach overhead, above the shoulders, and horizontally; bend at the waist or crouch to retrieve files from cabinets and shelves; hear and speak to exchange information in person or on the telephone; see to read various documents related to assigned activities and view a computer monitor; lift light objects; physical, mental, and emotional stamina to endure long hours under sometimes stressful conditions.

SAMPLE HAZARDS:

Occasional contact with dissatisfied or abusive individuals.

PROMOTIONAL CRITERIA FROM APPLICATIONS SPECIALIST I TO II:

This series is differentiated from other classifications in the district in that there is an automatic progression from the Applications Specialist I to the Applications Specialist II level based upon employee performance and meeting the requirements for the higher level.

Promotion to the next level in this series is contingent on two factors. First, the permanent employee must possess the minimum experience, education, and certification of the next level. Second, the permanent employee must have had at least two performance evaluations with an “above average” or better rating within the current Application Specialist level. As soon as an employee meets these two criteria, the employee will have demonstrated increased value to the district and an ability to accomplish tasks that are more difficult. At that time, the district will promote the employee to the next level in this series so that the district may make better use of these talents and experience immediately.