

PUEBLO SCHOOL DISTRICT 60
TECHNICAL JOB DESCRIPTION

It is essential that all employees of Pueblo School District 60 understand our mission is to provide a high-quality education that assures each student the knowledge, skills, and dispositions to lead a life of purpose and impact. Employees support the community and thrive in connecting with our students by embracing the core values of the district, which state:

- We believe that the success of every student is our most important commitment.
- We believe that collaboration and engagement with our community, parents, staff, and students are essential to our success.
- We believe that we must act with integrity, celebrate diversity, and promote equity.
- We believe that each individual must be treated with dignity and respect.
- We believe that the social and emotional well being of our students is as important as their academic needs.
- We believe that it is our responsibility to provide a safe, positive, and supportive environment for our students and staff
- We believe that our community heritage, traditions, and history should inform our response to future student and district needs.

As we embrace these values and consider their impact, we will achieve our vision of being a high performing school district that inspires community confidence. Each employee plays a part, and that contribution should bring us closer to helping each student achieve their dreams.

Job Title:	Application Support Analyst – Student Information Systems
Prepared Date:	2/1/2021
Revised Date:	9/25/2023
Work Year:	220 Days
Department:	Technology
Reports To:	Applications Manager
Salary Range:	APT Salary Schedule
Benefits:	Fringe Benefits based on Schedule C Benefits
Status:	FLSA Status: Exempt

SUMMARY:

The Application Support Analyst's role is to deliver support to end users in the organization about how to use various types of software programs efficiently and effectively in fulfilling business objectives. This includes troubleshooting applications and software for all internal customers, such as operations, development, and other business units. The Application Support Analyst is also responsible for assisting in the design, delivery, and improvement of in-house software applications training programs and related courseware. Specifically the student information system

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability

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

REQUIRED:

- Equivalent of Bachelor's Degree in Computer Science, Information Systems, or related field and four (4) years' experience managing applications and/or systems management
- Valid Colorado Driver License and ability to be insured by District Insurance Carrier
- Employee must complete a fingerprint-based criminal background check and must be cleared by the Office of Human Resources
- Must be able to communicate effectively in English, both orally and in writing, using proper grammar and vocabulary

PREFERRED:

- Master's Degree in Computer Information Systems, IT Management, or related field
- Certifications in Microsoft SQL, Oracle, or similar database systems
- Certified Associate in Project Management (CAPM) or Project Management Professional (PMP) Certification
- Prior experience in a medium to large sized K-12 public school district

SKILLS AND KNOWLEDGE:

- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Microsoft Office, Google Docs/Sheets/Slides, etc.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Broad knowledge of programming languages and techniques, including SQL queries.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Experience with building and maintaining databases for query and problem tracking.
- Good understanding of the organization's goals and objectives.
- Highly self-motivated and directed.
- Ability to absorb new ideas and concepts quickly.
- Good analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Excellent written, oral, interpersonal, and presentational skills.

- Experience working in a team-oriented, collaborative environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position. This organization believes that every individual makes a significant contribution to our success. That contribution should not be limited to assigned responsibilities. Therefore, this position description is designed to define primary duties, qualifications and job scope but should not limit the incumbent nor the organization to the work identified. It is our expectation that every employee will offer his/her services wherever and whenever necessary to ensure the success of the District's/department's goals. Actual duties, responsibilities, frequency, and percentages may vary depending upon building assignments and other factors.

- Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes.
- Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.
- Conduct research into software application products and services in support of development and purchasing efforts.
- Provide support for the testing of new and existing software applications under development or consideration for purchase.
- Field incoming problem tickets from end users to resolve application and software issues within servers, databases, and other mission-critical systems.
- Document all pertinent end user identification information, including name, department, contact information, and nature of problem or issue.
- Prioritize, schedule, and administer all instances where enhancements and defect resolution are required.
- Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.
- Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved, as pertains to the Student Information System.
- Maintain and enhance performance of all new and existing software and applications across the organization, as pertains to the Student Information System.
- Identify and learn appropriate software applications used and supported by the organization.
- Coordinate with department heads to assess departmental application training needs and objectives.
- Participate in the design, development, and delivery of software applications training programs and individual classes.

- Manage and/or provide guidance to junior members of the team.

NON-ESSENTIAL DUTIES:

- Perform any and all other duties as assigned by the Applications Manager or Director of Technology

The physical demands, work environment factors, and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is required to stand; walk; sit; use hands and fingers to handle or feel. The work requires the use of telephone and using fingers to operate computer keyboards. The employee is continually hearing and speaking to exchange information. The employee is required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

In a 9-hour workday, this job requires:

- R – Rarely (Less than .5 hr per day) O – Occasionally (.5 – 2.5 hrs per day)
 F – Frequently (2.5 – 6 hrs per day) C – Continually (6 – 9 hrs per day)
 NA – Not Applicable

Physical Requirements	NA	R	O	F	C
Sitting					X
Stationary Standing			X		
Walking (level surface)			X		
Walking (uneven surface)		X			
Crawling		X			
Crouching (bend at knees)			X		
Stooping (bend at waist)			X		
Twisting (knees/waist/neck)			X		
Turn/Pivot			X		
Climbing (stairs)			X		
Climbing (ladder)		X			
Reaching overhead			X		
Reaching extension				X	
Repetitive use arms				X	
Repetitive use wrists				X	
Repetitive use hands grasping			X		
Repetitive use hands squeezing			X		
Fine manipulation					X
Using foot control		X			
*Pushing/Pulling Maximum weight: 50 lbs.				X	

Lifting Maximum weight: 50 lbs.				X	
Carrying Maximum weight: 50 lbs.				X	

WORK ENVIRONMENT:

Employee will work primarily in a school/office environment with both natural and fluorescent lighting with moderate to loud noise levels.