Union Public Schools Job Description

Position Title: **Application Support Specialist**
Department: Information Technology
Reports To: Executive Director of Technology

FLSA Designation: Non-exempt

SUMMARY: Serves as District-wide Information Technology support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Other duties may be assigned.*
- Provides training to District wide staff on software, hardware and computer lab operations; includes small and large group training.
- Provides initial hardware and software support to site staff.
- Performs initial diagnoses of hardware and software problems and repairs if possible.
- Installs software.
- Performs virus scans.
- Maintains the hardware and software for District staff.
- Maintains an inventory database of the technology hardware at their site.
- Serves as a District-wide systems operator for all servers.
- Tracks hardware that is sent for repair.
- Tracks and completes Information Technology work order requests for all District staff.
- Travels to sites within District as needed.
- Works with various software applications, entering and retrieving data as needed.
- Occasionally required to lift and/or move up to 50 pounds, such as a computer, a monitor, CPU or other related equipment.
- Works well with both supervisors and other members of the team.
- Maintains consistent and punctual attendance.
- Performs other duties assigned by supervisor or administrator.

SUPERVISORY RESPONSIBILITIES: None.

QUALIFICATION REQUIREMENTS: *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, physical stamina, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

EDUCATION and/or EXPERIENCE: High school diploma or general educational degree (GED), with one (1) to three (3) years of office work experience is preferred. Six (6) months to one (1) year related experience and/or training preferred or equivalent combination of education and experience. Basic knowledge of Macintosh and Windows computer hardware and software. Must be able to work with others in a demanding stressful atmosphere and must be flexible in adapting to changing workload. Willing to learn (training will be provided) the latest software and hardware. Basic knowledge of navigating the Internet.

CERTIFICATES, LICENSES, REGISTRATIONS: None.

LANGUAGE SKILLS: Ability to comprehend technical instructions, short correspondence and memos. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to present information in one-on-one and group situations to staff members. Ability to fill out simple forms. Ability to write routine reports and correspondence.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to perform these operations using units of American money and weight measurements, volume and distance.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER SKILLS and ABILITIES: Ability to plan and facilitate training sessions for staff members. Ability to develop and maintain effective working relationships with staff, students, and the school community. Ability to perform duties with awareness of all District requirements and Board of Education policies.

PHYSICAL DEMANDS: *The physical demands described here 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.*

While performing the duties of this job, the employee is regularly required to stand, walk, sit, stoop, reach with hands and arms and talk or hear. This job requires the use of hands and fingers to handle or feel objects, tools, or controls. Hand and finger dexterity for operating computer equipment and peripherals is required. The employee is occasionally required to lift and/or move up to 50 pounds, such as a computer, a monitor, CPU or other related equipment. Ability to withstand long-term use of video display terminals is required. Specific vision abilities required by this job included close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually moderate, although it can vary depending on daily activity. The employee will work near or with electronic equipment.