

Job Description – Systems Support Specialist

Title: Systems Support Specialist

Reports to: Senior Manager of Applications

Position Summary: The Systems Support Specialist provides support for all district applications including, but not limited to Business Plus, Genesis, Versatrans and IEP Direct. Support specialists work cooperatively with district administrators, vendors, colleagues and end users to meet the goals of the district. Support Specialists serve as part of the team responsible for implementing and maintaining new applications and oversee on-going use of district-wide systems as new functionality is developed.

Qualifications:

- Bachelor's degree and minimum two years of relevant experience; combination of education and greater experience will be considered;
- Experience with common relational database applications and SQL development tools (such as SQL Developer); experience with report writing tools;
- Excellent oral and written communication skills; ability to communicate complex technical issues to both technical and non-technical users; ability to generate quality documentation
- Ability to work on multiple projects and under strict deadlines
- Solid judgment to discern when situations require escalation and/or management/supervisor intervention;
- Proven excellent customer service track-record with excellent communication skills;
- Strong diplomacy; ability to effectively interact with a broad spectrum of people;
- High level of integrity and confidentiality;
- Effective facilitator of end-user training and presentations to a variety of audiences
- Ability to identify and obtain continuing education in support of the evolving technical environment.

Work Year: 12 months

Duties:

- Determines operational objectives by studying business functions, gathering information, and evaluating output requirements and formats;
- Supports all current applications, as well as takes the lead in new application development initiatives to replace older applications in newer technologies;
- Actively participates in the development and review of district and system requirements to obtain a thorough understanding of business needs in order to deliver accurate solutions;
- Defines project requirements by identifying necessary milestones, phases, and elements;
- Maintains system protocols by writing and updating procedures;
- Produces technical documentation that accurately and thoroughly depicts the software design and code base which sufficiently assists QA testing and production support activities;
- Performs production support activities, including triaging issues, evaluating patches and fixes, assessing impact, and implementing solution;
- Maintains all district level applications including generating reports; standard and ad hoc;
- Works cooperatively with all department personnel to ensure quality control; defines and programs system audit reports; verifies data for completeness, correctness and consistency;
- Conducts testing and analyzes results;

- Provides production support and monitors system outputs; ensures that system outputs and performance are within expected norms;
- Provides data reporting to district administrators and state, and federal agencies where required, including NJSMART;
- Protects integrity of information for accurate statistical and informational data;
- Assists with new year and final rollover procedures, application of patches and version upgrades;
- Maintains the archival of all student reports and reporting documentation as assigned;
- Proactively manages activities to deliver required work on time;
- Develops high quality software code in accordance with established district standards and development guidelines;
- Expeditiously troubleshoots application production issues that provide resolution without additional problems;
- Completes project responsibilities including design, coding, unit testing and documentation on-time at required quality level;
- Provides timely support of disaster recovery processes as needed, with measured ability to independently support Disaster Recovery and Business Continuity plans to minimize business disruptions.

4/28/16