<center>**APPLICATIONS SPECIALIST I/II/III**</center>

DEFINITION

Under immediate (Applications Specialist I) to general supervision (Applications Specialist II), to direction (Applications Specialist III) performs complex and varied specialized duties in support of the District's enterprise or department-specific software applications; assists users with understanding and utilizing services and system capabilities; prepares technical documents and trains users on software applications; troubleshoots and researches application problems; develops computer-generated reports; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Applications Specialist I) to general (Applications Specialist II) supervision and direction (Applications Specialist III) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Applications Specialist I: This is the entry-level classification in the Applications Specialist series. Initially under close supervision, incumbents learn and perform routine support of District enterprise and department-specific software applications and how to utilize reporting tools to support District staff. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Applications Specialist II: This is the fully qualified journey-level classification in the Applications Specialist series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Applications Specialist III: This is the advanced journey-level classification in the Applications Specialist series. Incumbents work under direction and exercise a high level of discretion and independent judgment in performing the full range of duties in support of the District's information technology systems and infrastructure. Incumbents serves as a subject matter expert for assigned systems and provide custom solutions to difficult applications problem. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

Positions in the Applications Specialist I-II-III class series are flexibly staffed; positions at the II-level and III-level are normally filled by advancement from the I-level and II-level, respectively. Progression to the II-level and III-level is dependent on satisfactory work performance, the

incumbent meeting the minimum qualifications for the classification including any licenses and certifications, and management approval for progression to the II-level and III-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical functions of the job.

Positions at the Applications Specialist I level may perform some of these duties and responsibilities in a learning capacity.

➢ Supports a diverse range of business applications by evaluating and creating applications, tools, and/or databases for processing data; designing and creating dashboards; analyzing, designing, and configuring business process workflows to ensure that all District needs are met; and working with departments to automate manual processes.

➢ Conducts systems analysis in the design, implementation, maintenance, and upgrade of enterprise information system and related applications, hardware, and peripherals; identifies system deficiencies or additional resource requirements; develops, tests, implements, and evaluates modified or enhanced systems to increase efficiency, reliability, and availability; creates application and database test environments.

➢ Uses multiple tools to monitor systems evaluating reliability, conformance to performance metrics, and overall availability; implements, tests, and evaluates the effectiveness of solutions; assists in the development and implementation of technology related protocols, policies, procedures, and operating standards.

➢ Designs, implements, tests, and maintains databases, directories, and related applications; identifies table relationships and writes Structured Query Language (SQL) data manipulation scripts to extract data; designs and implements interfaces for data sharing and conversion purposes; troubleshoots data extraction issues; performs database queries and develops reports using SQL and other report development tools.

➢ Participates in enterprise systems security administration; installs system security hardware, software, and related devices; monitors security system to identify breaches; activates defined procedures and responses to system security issues; provides recommendations to mitigate risk.

➢ Participates in information technology projects including assisting in working with stakeholders and management to determine project requirements, objectives, deliverables, and business needs; participates in monitoring project progress and ensuring deliverables are on time and within budget.

➢ Receives and manages work orders; troubleshoots and resolves enterprise system software, hardware, workstation, server, database, peripherals, and infrastructure issues.

➢ Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.

➢ Participates in a variety of system user and work groups to identify user needs and operational, programmatic, and/or regulatory changes affecting system and data requirements.

➢ Conducts research and stays current on new trends and innovative solutions for technology programs; recommends new technologies to improve the operational technology effectiveness and services.

➢ Observes and complies with all District and mandated safety rules, regulations, and protocols.

➢ Performs related duties as assigned.

Applications Specialist III (in addition to above):

- Participates in developing long-term plans, goals, and objectives to achieve District and department technology and business priorities.
- Serves as a subject matter expert in supporting a diverse range of business applications by evaluating and creating applications, tools, and/or databases for processing data; designing and creating dashboards; analyzing, designing, and configuring business process workflows to ensure that all District needs are met; and working with departments to automate manual processes.
- Leads and conducts systems analysis in the design, implementation, maintenance, and upgrade of enterprise information system and related applications, hardware, and peripherals; identifies system deficiencies or additional resource requirements; develops, tests, implements, and evaluates modified or enhanced systems to increase efficiency, reliability, and availability; creates application and database test environments.
- Leads information technology projects including working with stakeholders and management to determine project requirements, objectives, deliverables, and business needs; monitors project progress and ensures deliverables are on time and within budget.
- Oversees and participates in the development and maintenance of user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Coordinates with staff and vendors over application settings for District alarm systems and security cameras; reviews and provides incident footage to staff and/or law enforcement as applicable; reviews alarms and intrusion points; deploys portal cameras for sensitive equipment at remote sites; catalogues and reports findings and maintains equipment while deployed.

QUALIFICATIONS
Positions at the Applications Specialist I-level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Operations, services, and activities of integrated information technology systems.
- Methods and techniques of evaluating business need requirements to provide technology solutions.
- Principles, methods, and techniques used in designing, developing, testing, and implementing information technology applications, systems, and security.
- Principles and practices of database administration and management.
- Principles and practices of system integration for operability across diverse platforms and technologies.
- Principles, practices, equipment and protocols for the design, installation, operation, and monitoring of data communications, networks, hardware and software, server, and associated equipment and devices.
- Research and reporting techniques, methods, and procedures.
- Methods and techniques of eliciting information and performing diagnostic procedures on information technology systems.
- Principles and practices of developing and maintaining technical documentation.
- Record keeping and filing system methods, principles, and practices.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

- The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Provide professional support to a diverse range of technology systems, hardware, and software.
- Learn and understand multiple enterprise applications and their purpose within the District's technology programs.
- Analyze complex user problems, evaluate alternatives, and devise efficient, cost-effective, user-friendly solutions.
- Participate in the design, development, testing, and implementation of new applications and systems.
- Monitor application operational effectiveness, reliability, and security vulnerability; implement approved measures to ensure integrity and security of data, applications, and systems.
- Integrate technology solutions across multiple platforms.
- Work with end users to develop enhanced applications for business process automation.
- Document, review, assess, improve, and implement system processes.
- Prepare clear, concise, and accurate technical documentation, user guides, reports of work performed, and other written materials.
- Communicate complex technology issues clearly to non-technical parties.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Maintain a variety of filing, record keeping, and tracking systems.
- Organize work, set priorities, meet critical deadlines and follow-up on assignments.
- Meet deadlines in a fast paced and changing environment; handle multiple assignments simultaneously.
- Use tact, initiative, prudence and judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information systems, or a related field.

Experience:

Applications Specialist I
- ➢ One (1) year of experience performing work related to supporting enterprise systems such as financial, human resources information, and/or customer information systems.

Applications Specialist II
- ➢ Three (3) years of increasingly responsible experience performing work related to supporting enterprise systems such as financial, human resources information, and/or customer information systems.

Applications Specialist III
- ➢ Five (5) years of increasingly responsible experience performing work related to supporting enterprise systems such as financial, human resources information, and/or customer information systems.

Licenses and Certifications:

- ➢ Possession of a valid California Class C driver's license, to be maintained throughout employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions herein 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 job functions.

ENVIRONMENT
Standard office setting.

PHYSICAL

• Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION
See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

HEARING
Hear in the normal audio range with or without correction.

ADDITIONAL REQUIREMENTS
Performs work on weeknights, weekends, and holidays as needed for system upgrades, special projects, or in emergency situations as assigned.