Classified Personnel Services   Bargaining Unit:
Santa Clara County Office of Education   Office, Technical, and Business Services

<u>JOB TITLE</u>:   Applications Support Analyst

<u>DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES</u>

To perform responsible research and analysis of system application needs and problems for users; coordinate the activities of other Technology Services Branch (TSB) staff in resolving problems; to develop courses and supporting materials which will address a continuum of end-user in-service needs5 (r)2.0c 0n4hTr

Participates in testing, implementation and debugging of new reports and systems; confers with programming staff regarding system changes/modifications and develops 4th generation reports as needed

Responds to written and verbal user questions; provides appropriate information to users or refers questions to other staff for appropriate response

Develops course modules and training materials to end users in the use of computer integrated software applications

Prepares for and conducts user groups to provide support and to facilitate communication among users

Ability to:
ensure user needs are met in a timely and satisfactory manner
communicate effectively in both oral and written form
prepare plans and materials for training
conduct structured training courses in the proper use and application of designated peripheral equipment, software, and systems applications
document system processes and procedures for user manuals in a clear manner
learn user operations and systems
continually learn and utilize highly specialized software applications
quickly identify problem areas or situations, evaluate problem causes and take appropriate action to resolve the problems identified
established and maintain accurate files and records
perform mathematical calculations accurately
remain current with end user hardware and software products
organize and prioritize assigned tasks to meet established schedules and deadlines
successfully apply technical and specialized knowledge to practical situations
effectively promote and market data processing hardware and software
work independently with minimal supervision
establish and maintain effective work relationships with those contacted in the performance of required duties
think in a logical and sequential manner

EDUCATION AND EXPERIENCE

Generally, the required knowledge and abilities will have been acquired through any combination of education and experience. A typical method of demonstrating these requirements would be:

Education: A bachelor's degree in computer science, information systems, business administration, public administration, or a related field from an accredited college or university.

Experience: Two years of directly related experience in developing and providing technical training and end user support preferably in a client server environment.

Personnel Commission Approval: March 26, 1998
Revised: March 25, 1999