

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: APPLICATIONS SYSTEMS ADMINISTRATOR**

**BASIC FUNCTION:**

Under the direction of assigned supervisor, the Applications Systems Administrator leads the IT Service Management (ITSM) development and administration; plans, designs, customizes, updates, and maintains the ITSM application; provides training of associates on the ITSM application, performs requirements gathering and coordination for future developments; acts as a liaison with customers regarding their needs within the ITSM application, works with users to troubleshoot and resolve system issues; implements system improvements and upgrades; and participates as a responsible, cooperative, and positive team member.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

- Provides general support, administration, programming, design, development, delivery, and maintenance of the ITSM tool.
- Performs system configuration tasks including developing catalog items, record generators, and workflows to automate various processes within the environment
- Coordinates and implements platform upgrades and update sets, loads, promotes, and tests system changes through development instances and into production.
- Performs a variety of advanced analytical tasks in support of the functional administration of the ITSM tool.
- Manages, creates, configures, and maintains email notification processes for alerts and events within the system.
- Participates in the selection, development, installation, and modification of ITSM enhancements; consults with users to identify current operating procedures, clarify program objectives, and determine data requirements; customizes user interfaces, dashboards,

items; initiates, coordinates, and implements appropriate and

ns user roles and permissions based on specific needs according

to the principle of least privilege.

- Supports the execution of the Configuration Management (CMDB) process, ensure it remains consistent with the ITSM strategy, and ensures coordination with all other IT processes.
- Assists with IT services definition, data governance policy, and develops processes to manage, protect,

- Provide technical support services of moderate to advanced difficulty to the users of SCCOE and school districts.
- Document technical and end-user problems and resolutions and follow a style guide in publishing technical support articles.
- Express complex technical concepts effectively, both verbally and in writing.
- Work well with people from different disciplines with varying degrees of technical experience.
- Write clear instructions for users with varying levels of computer literacy.
- Work effectively with guidance from more experienced technical staff.
- Maintain records and documents.
- Establish and maintain effective work relationships with those contacted in the performance of required job duties.
- Provide excellent customer service.

**EDUCATION AND EXPERIENCE:**

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- Associate degree in computer science, information systems or closely related field, and
- Five years of related experience in the development, maintenance, installation, configuration, and upgrades of an IT service management platform.

**LICENSES AND OTHER REQUIREMENTS:**

- Valid California driver's license.
- A driving record that meets the SCCOE's insurance requirements.
- Preference may be given to individuals who hold an ITL 4 certificate.

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service

