Software Systems Support
Classified Position - 7504

Salary	Days	Reports to:
Specialized Classified Position per Salary Schedule	260	Assistant Superintendent

SCOPE OF RESPONSIBILITIES
Responsible for customizing software applications to meet departmental needs

REPRESENTATIVE DUTIES / ESSENTIAL FUNCTIONS
1. Customize applications to fit District departmental needs to include (but not be limited to) help desk, inventory, student information, financial, human resources onboarding and records, etc.
2. Import users and assets into the work order/inventory system as needed
3. Configure and troubleshoot technical issues on the work order/inventory SQL server as well as any customization requirements
4. Maintain AD user, distribution and security groups (Create AD accounts for new hires and disable/transfer accounts as directed by HR)
5. Maintain student automation imports/changes
6. Install and support Compass, MAPS and end-of-course assessments in the high schools
7. Install server updates and ensure student patron uploads are successful on library management system (Destiny)
8. Maintain user security in assigned district applications
9. Deploy and troubleshoot assessment software in the schools
10. Maintain documentation for assigned systems
11. Install and troubleshoot technical issues with specialized software
12. Work with team to provide solutions to AD tasks and maintenance
13. Work with team to provide solutions to force out software and settings through Group Policy
14. Work with team to configure and maintain web filter and upgrades
15. Help other team members with projects or other task in their areas when asked/needed
16. Work with KDE, state engineers, and each other to complete projects and/or find solutions to escalated problems
17. Maintain regular and predictable attendance
18. Adhere to the professional code of ethics
19. Successfully utilize technology as appropriate in job function
20. Perform special projects and other duties as assigned by supervisor

KNOWLEDGE AND ABILITIES
KNOWLEDGE OF:
- Software installation, configuration and troubleshooting
- Local and wide area networks (LAN/WAN), Internet, e-mail systems, telecommunications and data communications, standard operating systems, and software packages
- Security equipment, such as firewalls, intrusion detection systems and virus protection systems
- Network equipment, such as servers (physical and virtual), switches and routers
- Advanced principles and techniques of systems analysis and programming
- Windows and Macintosh platforms and their operating systems
- Windows Active Directory and Group Policy Management
- Network firewall and image deployment solutions
- District organization, operations, policies and objectives

ABILITY TO:
- Maintain a working relationship with staff
- Troubleshoot and resolve systems issues

- Work as a team and communicate using interpersonal skills such as tact, patience and courtesy
- Work closely with other departments and collaborate with other IT staff
- Maintain records in problem resolution
- Apply principles and techniques of programming to specific user needs and problems
- Maintain current knowledge of trends and products
- Analyze situations accurately and adopt an effective course of action
- Plan and organize work
- Maintain regular and predictable attendance
- Meet schedules, deadlines and time frames

MINIMUM QUALIFICATIONS
1. Bachelor's degree in computer information science or related field
2. Experience administrating a network environment
3. Well-developed human relations/communications/teamwork skills