

Killeen Independent School District Job Description

Job Title: System Specialist
Reports To: System Supervisor
FLSA Status: Exempt

SUMMARY

Provides support for all district employees with information systems. Troubleshoot issues, implements district policy and procedures, assists in the operations of running and creating print jobs, and assists with resolution of data validation.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Acts as operational administrator for the applications created or supported by Data and Information Services.

Analyzes and tests software upgrades for applications supported or created by Data and Information Services.

Assists in the design, development, implementation and enhancement of the applications created or supported by Data and Information Services.

Consults with campus and district-level personnel to accomplish district timelines and with resolution of validation and process errors.

Consults with district personnel to develop, document, support, and manage processes for application/system design to address reporting requirements for local, state, and federal purposes.

Creates and submits to supervisor, instructions and guidelines for district staff to perform the campus data management functions for the applications supported or created by the Data and Information Systems department.

Creates instructions and guidelines to perform the functions of the job.

Troubleshoots and develops technical solutions related to software and setup errors for campus and district-level personnel.

Performs advanced, highly complex programming analysis involving development, maintenance, implementation and enhancement of programs, web-based applications and reports which support the applications within the Data and Information Systems department.

Documents, tracks, and monitors Data and Information Systems Ivanti tickets calls to ensure a timely resolution.

Escalates issues/requests requiring more in-depth knowledge to appropriate internal resources.

Identifies, researches, and resolves technical problems with applications supported or created by the Data and Information Systems department.

Participates in the testing process through test review and analysis of application software.

Researches and evaluates software/hardware to assist in programming or to use as program platforms.

Serves as a technical resource for the campus and district personnel.

Is knowledgeable of commonly used concepts, practices, and procedures within a particular field of applications supported or created by the Data and Information Systems department.

Keeps supervisor well informed of personal and supervised team projects, issues, and status of development efforts.

Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE

Bachelor's degree in Computer Science, Computer Information Systems, Business Administration with Computer Science minor, or equivalent degree, required. Experience in the use and knowledge of relational database and programming concepts, required.

OTHER QUALIFICATIONS

Experience working with restricted information and the aptitude in maintaining the integrity of sensitive data, preferred. Experience with TEAMS, HEAT, enterprise report writer, or Business management system, preferred. Working knowledge of HTML, SQL, Crystal, SSRS, Jasper Soft and extensive knowledge of relational database concepts, preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations, to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from administrators, staff, employees, the general public, and to communicate with both the Information Systems Analyst and Consultant of all activities within a team.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry, and to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES

Ability to use peripheral devices, high level language programming concepts, data management software, and application development tools. Ability to understand Board Policies and Administrative procedures, to use a variety of operating systems, and to work independently or in a team environment. Ability to rely on limited experience and judgment to plan and accomplish goals.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is required to sit and talk or hear, to use hands to finger, handle or feel, and occasionally required to stand and walk. The employee is regularly required to lift and carry (less than 15 pounds). Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics describe here are representative of those an employee encounters while performing the essential functions of this job.

Occasional district-wide travel to multiple campuses as assigned. The noise level in the work environment is usually quiet.

Revised Date: August 12, 2021

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.