



Poudre School District

HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION

Job Title: **Applications Support Analyst II**
Job Family: **Information Technology**
Prepared/Revised Date: **January 9, 2017**

FLSA Status: **Non-Exempt**
Pay Range: **IT55H**
Job Code: **38232**

SUMMARY: Responsible for supporting, analyzing, and troubleshooting the District's applications with a focus on student information systems. Provide guidance, direction, and training to Applications Support Analyst I team members and lead and manage assigned projects with little supervision.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Frequency of duties, percent of time and work year may vary based on department or building assignment***

Description of Job Tasks	Frequency	% of Time
	Daily = D Weekly = W Monthly = M Quarterly = Q Annually = A	On an annual basis, e.g. 10 hours of a 40 hour work week = 10/40 = 25%
1. Provide high quality support of District applications for all District staff through support lines and ticketing system.	D	15%
2. Support and serve as a technical resource for District staff in using District applications in areas such as student information systems and grade book, assessment, learning management, special education, early childhood and custom in-house applications. Perform detailed analysis, troubleshooting, resolution and recommendation of best practices for the complex functions, calculations, reporting and relationships within each system.	D	12%
3. Review, analyze, test and document system functionality, specifically in student information systems including but not limited to attendance, course, discipline, fees, grade book, grading, health, scheduling, student, student programs, transportation and other student related areas. Provides detailed enhancement, improvement and/or performance requirements to various vendors and serves as lead to ensure that requirements are implemented correctly; mentor Applications Support Analyst I and Center Team members.	D	12%
4. Conducts a variety of complex data audits, data analysis and reporting, including completion of assigned data requests in an independent manner.	D	12%
5. Lead, manage and prioritize assigned projects with little supervision, actively participate on project teams and contribute to overall project team objectives; provide expertise, document processes. Assist supervisor in project coordination and reporting. Assist with business process change management as determined by District and department requests.	D	15%
6. Work with other team members and IT staff on support issues, transfer of knowledge, recommendation of best practices, and collaboration of overall functionality, integration and performance of student information systems and other District applications.	D	7%
7. Provides guidance, direction, and training to Applications Support Analyst I team members.	D	7%
8. Attends work and arrive in a timely manner according to established schedules.	D	1%
9. Monitor applications with a focus on data accuracy and privacy with overall adherence of requirements according to federal and state laws, as well as District policies and department procedures/guidelines, complying with Family Education Rights Privacy Act (FERPA).	W	4%
10. Designs, creates and manages documentation, procedures and quick guides for using District applications. Conducts targeted focus groups to ensure accuracy of documentation.	W	3%



11. Trains District staff in the use of District applications, specifically student information system and grade book.	M	3%
12. Works collaboratively with District and school staff to develop, manage, and implement best practices, guiding principles and use of District applications.	M	3%
13. Uses inherited report writing to create reports for District applications.	M	2%
14. Provides guidance and support to appointed school staff in creation and implementation of bell schedules, school calendars, overall master scheduling and other student information system configuration requirements.	A	1%
15. Performs other duties as assigned.	ongoing	3%
	TOTAL=	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- Associates degree in computer science, computer information systems, or related field
- Five years of work experience in a computer related field
- Equivalent combination of education and experience acceptable
- Ongoing professional development in current technology tools used by organization
- Bilingual oral and written communication skills preferred

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Oral and written communication skills
- English language skills
- Strong interpersonal relations skills
- Strong customer service skills
- Strong knowledge of laws regarding privacy acts and statutes, regulations and district and state policies and procedures
- Advanced math skills
- Advanced organizational, time management, and attention to detail skills
- Ability to lead a project team and communicate project status effectively
- Advanced skills in MS Office suite – including the use of Outlook, Word, Excel, PowerPoint and Power BI
- Advanced level of analytical and problem solving skills as it relates to applications
- Advanced level of skills in determining accurate setup, operation and maintenance parameters for District applications in areas such as student information systems and grade book, assessment, learning management, special education, early childhood and custom in-house applications
- Advanced knowledge of Microsoft Windows and Apple OSX/iOS operating systems while using client devices
- Strong ability to manage multiple tasks with frequent interruptions
- Strong ability to receive and follow directions with full accountability for actions and extreme adherence to detail
- Strong ability to work independently with minimum supervision, as well as work and be a part of a team
- Strong ability to determine priorities, multi-task, meet deadlines, and research and apply new technologies as necessary
- Strong ability to adapt to rapidly changing environment that will include acquiring, understanding, and implementing new technologies
- Strong ability to do online research, read and understand trade and technical publications, and apply skills acquired through such research
- Strong ability to write clear and accurate documentation at both the end-user and the technical levels
- Ability to maintain confidentiality in all aspects of the job
- Ability to participate and work in a team environment
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence



- Ability to promote and follow Board of Education policies, Superintendent policies and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Advanced operating knowledge of and experience with personal computers and peripherals
- Advanced operating knowledge of and experience with office software
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

- This position reports directly to the Applications Support Manager in the Information Technology (IT) department.

	POSITION TITLE	# of EMPLOYEES
Direct reports:	This job has no direct supervisory responsibilities	

- Responsible for providing guidance, mentoring, direction, and training to Applications Support Analyst I colleagues.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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 functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand			X	
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare				X
Analyze				X
Communicate				X
Copy		X		
Coordinate				X
Instruct				X



MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compute		X		
Synthesize				X
Evaluate				X
Interpersonal Skills				X
Compile			X	
Negotiate			X	

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	