

# SEMINOLE COUNTY PUBLIC SCHOOLS, FLORIDA

## Position/Job Description

### SPECIALIST I, Applications Software

#### QUALIFICATIONS

- Associate's Degree or High School Diploma or equivalence or Florida Special Diploma.
- Two (2) years of experience with application software support.

#### KNOWLEDGE, SKILLS, ABILITIES

- Knowledge of office procedures in a technology rich environment.
- Knowledge of best practices in handling data as it relates to privacy and security.
- Knowledge of proper development of and revisions to technical documentation, including spelling, grammar, and relevant content.
- Skill in collecting, organizing, and presenting complex data.
- Skill in managing schedules and resources in order to meet established deadlines.
- Skill in evaluating support protocols and training programs to the extent of recognizing and recommending improvement opportunities.
- Ability to effectively communicate verbally and in writing.
- Ability to deliver information from remote locations using various technology platforms, both synchronous and asynchronous.
- Ability to work in a collaborative environment to support the mission of a learning organization.
- Proficiency in use of computer applications and technical equipment as related to department functions.

#### SUPERVISION

**REPORTS TO** Assigned Supervisor  
**SUPERVISES** No Supervisory Duties

#### POSITION GOAL

***To provide technical computer support and training to school district personnel.***

#### PERFORMANCE RESPONSIBILITIES

1. \*Provide technical support to school district personnel on standard automated systems through a Service Desk approach.
2. \*Keep current with computing application updates and technological developments.
3. \*Develop and conduct within the school district, face-to-face web-based technology-related course offerings.
4. \*Coordinate the scheduling and use of the Educational Support Center computer training lab.
5. \*Provide technical support and maintenance of the Educational Support Center computer training lab and training hardware.
6. \*Develop, prepare, and update training documentation and support materials for automated systems and standard applications.
7. \*Assist with identification, research, and correction of the automated systems' software and hardware problems.
8. \*Administer and maintain district and/or department electronic mail (email) solution.
9. \*Assist with the administration and maintenance of school district and/or department personnel computer security access rights.
10. Perform other duties as assigned by the assigned supervisor.

*\*Denotes essential job function/ADA*

# SPECIALIST I, Applications Software, Page 2

## EQUIPMENT / MATERIALS

Standard Office Equipment

## PHYSICAL REQUIREMENTS

**Medium Work** Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

## PHYSICAL ACTIVITIES

**Sitting** Resting with the body supported by the buttocks or thighs.  
**Standing** Assuming an upright position on the feet particularly for sustained periods of time.  
**Walking** Moving about on foot to accomplish tasks, particularly for long distances.  
**Bending** Lowering the body forward from the waist.  
**Stooping** Bending body downward and forward by bending spine at the waist through the use of the lower extremities and back muscles.  
**Kneeling** Bending legs at knee to come to a rest on knee or knees.  
**Crawling** Moving about on hands and knees or hands and feet.  
**Reaching** Extending hand(s) and arm(s) in any direction.  
**Pushing** Using upper extremities to press against something with steady force order to thrust forward, downward or outward exerting up to 20 pounds of force.  
**Lifting** Raising objects from a lower to a higher position or moving objects horizontally from position to position through the use of the upper extremities and back muscles exerting up to 20 pounds of force.  
**Finger Dexterity** Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm.  
**Repetitive Motions** Substantial and continuous movements of the wrists, hands, and/or fingers.  
**Talking** Expressing or exchanging ideas by means of the spoken word. Those activities in which detailed or important spoken instructions must be conveyed accurately, loudly or quickly.

## WORKING CONDITIONS

**Indoors/Outdoors** The worker is subject to both environmental conditions. Activities occur inside and outside.

## TERMS OF EMPLOYMENT

### PAY GRADE

**C-D \$46,569 - \$82,700**  
District Salary Schedule  
Months 12  
Annual Days 258  
Weekly Hours 37.5  
Annual Hours 1935

### POSITION CODES

PeopleSoft Position TBD  
Personnel Category 14  
EEO-5 Line 44  
Function 7750  
Job Code 1966  
Survey Code 82021

### FLSA

Applicable  
 Not applicable

Previous Board Approval

### BOARD APPROVED

**April 24, 2018**  
**June 23, 1998**

ADA Information Provided by Tim Harper  
Position Description Prepared by Tim Harper