

NORTH EAST FLORIDA EDUCATIONAL CONSORTIUM

APPLICATION SUPPORT ASSOCIATE

JOB DESCRIPTION

QUALIFICATIONS:

- (1) Associate's Degree from an accredited college or university or minimum of two (2) years related experience.
- (2) Valid Florida Driver's License.
- (3) Minimum of two (2) years experience in Help Desk or Application Support role.
- (4) Such alternatives to the above requirements as deemed appropriate by the Executive Director.
- (5) Satisfactory criminal background check and drug screening.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of school management processes such as payroll, finance, fixed assets, report cards, graduation requirements, state reporting, etc. preferred. Able to answer calls professionally, respond to customer inquiries, research issues, document processes, and complete call logs accurately and in a timely manner. Specific skills will be defined by the project requirements. Exercise effective oral and written communications.

REPORTS TO:

Applications Manager

JOB GOAL

To be responsible for first level application support, call log documentation and user training and support. Must be able to support system users by providing a timely, courteous, knowledgeable and accurate response to questions/problems. Assist with documentation of application procedural workflow processes and user guides.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- *(1) Provide first line support for users requiring assistance with information technology issues.
- *(2) Provide users with product and service information (e.g. user support documentation, release notes, etc).
- *(3) Log and track issues to resolution updating the internal knowledgebase and/or communicating learnings with relevant business units.
- *(4) Knowledge of the ITIL methodology, change management processes and incident management processes.
- *(5) Assist member districts in obtaining services and reports.
- *(6) Act as a liaison between customers and technical escalation teams.

Inter/Intra-Agency Communication and Delivery

- *(7) Work with member districts in meeting their MIS/DOE/local goals and objectives that require application software support.
- *(8) Participate in user group meetings to help set priorities and establish work plans.
- *(9) Work with DOE and district MIS staff to ensure continued support for all reporting requirements.
- *(10) Work with appropriate User Groups to promote the sharing of resources and solutions for school districts throughout the state.
- *(11) Keep manager informed of potential problems or unusual events.
- *(12) Work with users to provide information, service, or trouble-shooting assistance in a clear and concise manner.

APPLICATION SUPPORT ASSOCIATE (Continued)

- *(13) Answer Help Desk telephone calls and electronic mail in a courteous and professional manner and create service requests.
- *(14) Respond to inquiries and concerns in a timely manner.

Professional Growth and Improvement

- *(15) Maintain expertise in assigned areas to fulfill goals and objectives.
- *(16) Set high standards and expectations for self and others.
- *(17) Develop annual goals and objectives consistent with and in support of department goals and the NEFEC goals and areas of focus.
- *(18) Attend training sessions, conferences and workshops as assigned to keep abreast of current practices, programs and issues.
- *(19) Certifications are desirable.
- *(20) Maintain positive relationships with other NEFEC staff, District personnel, and others who contact the NEFEC organization.

Systemic Functions

- *(21) Follow the organizational development processes and guidelines.
- *(22) Adhere to the software acceptance testing function in such a manner as to meet audit requirements and delivery of defect-free solutions to the member districts.
- *(23) Demonstrate support for the Consortium's vision, mission, goals and areas of focus.
- *(24) Serve as a consultant to staff members and to district, school or community personnel in assigned service areas as needed or assigned.
- *(25) Prepare or oversee the preparation of all required reports and maintain appropriate records.
- *(26) Consistently represent the Consortium in a positive and professional manner.
- *(27) Adequately plan all program and organizational functions within reasonable timeframes.

Leadership and Strategic Orientation

- *(28) Participate in the planning for future application software needs.
- *(29) Participate in the preparation of long-range objectives, strategies and activities for ETS.
- *(30) Anticipate problems and develop procedures to present or address them.
- *(31) Assist in implementing the NEFEC's goals and areas of focus.
- *(32) Demonstrate initiative in identifying potential problems or opportunities for improvement and take appropriate action.
- *(33) Perform other tasks consistent with the goals and objectives of this position.

Worksite Service Standards

- *(34) Exhibit a positive and flexible attitude.
- *(35) Foster and develop a professional image.
- *(36) Demonstrate effective communication and collaboration with external stakeholders as well as co-workers.
- *(37) Exhibit compassion and humility.
- *(38) Promote a passion for learning and growing.
- *(39) Demonstrate initiative.
- *(40) Exhibit the ability to multitask and problem solve.
- *(41) Translate organizational purpose into observable behavior

Assessment and Other Services

- *(42) The use of the adopted performance appraisal systems for employees.
- *(43) The accurate and timely filing of all applicable reports.
- *(44) The completion of professional development activities as appropriate.

*Essential Performance Responsibilities

APPLICATION SUPPORT ASSOCIATE (Continued)

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 as needed to move objects.

Job Description Supplement 12

TERMS OF EMPLOYMENT:

Twelve months. Eight hours per day.

Compensation based on Pay Grade 18.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the NEFEC policy on evaluation of personnel.