



Job Description

Job Title: Application Support Specialist

JTC: TAK

Salary Range: N04

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Works with various aspects of information technology systems. Responsible for analyzing and designing program/system improvements for software systems.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Demonstrate ability to analyze and design program/system improvements for software systems Practical understanding about computer engineering along with designing proper plans and system architecture. Strong organizational and analytical skills with accuracy and attention to details. Knowledge of technology, software applications, programming or other relevant computer information systems.

Responsible for testing, working with the users, creating ad hoc reports, problem solving, documenting changes and/or requests, and may serve as a liaison between the end users and the software manager of that area.

Acts as a team player with ability to work autonomously and with others in a professional manner while achieving common goals. Experience in working within project teams to deliver project outcomes. Excellent oral, written, and interpersonal skills and the ability to communicate effectively with individuals from diverse backgrounds.

Participate in the implementation of monitoring, alerting and performance tuning. Investigate, diagnose and rectify failures in accordance with documented and approved standards and procedures. Maintain data integrity within the applications.

Evaluates application performance, troubleshoot problems and provide assistance to users. Deliver excellent customer satisfaction by meeting quality standards. Ability to assess user needs, obtain information and communicate in a clear and logical manner. Strong knowledge and experience providing effective customer service.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's degree plus two (2) years of experience. Official transcripts will be required. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides support and resolves routine problems. Compiles and writes documentation to describe program development and revisions. Writes simple queries

Reviews and tests new and/or existing software application programs and processes. Assists with analysis and assessment of current computer system and operations. Efficiently manage a multitude of projects with deadlines, adjusting for priority.

Resolves procedural questions and problems or routes to training and systems analysis staff. Participates in training of users with detailed information of system capabilities. Working with clients and development to identify and QA test bug fixes and assisting QA with software testing.

Secure the execution of the applications in compliance the project rules defined. Provide regular reporting on the project progress. Provide ad hoc reporting and specifications.

Provides technical support to students, faculty, and staff regarding software applications. Respond to client technical requests via telephone and/or email, and expeditiously resolve their issues, adhering to departmental goals and objectives.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.