



## Job Description

**Job Title: Application Support Specialist II**

**JTC: TAL**

**Salary Range: N05**

**FLSA: 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

An intermediate level position responsible for working with various aspects of information technology systems. Responsible for analyzing and designing relatively complex program/system improvements for software systems.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must have advanced knowledge and understanding of computer hardware and software applications. Ability to ensure appropriate contingency procedures are in place for applications testing. Able to contribute to process development and best practices; ascertain new ways to improve system resilience, performance levels and supportability. Ability to keep abreast of technical developments and to participate in developing or setting standards as directed.

Demonstrated ability to analyze, problem solve and communicate improvements for software systems. Ability to compile and write documentation to describe program processes and revisions. Experience in multiple information systems environments. Ability to ensure that applications and related services are documented and kept current. Able to undertake advanced administration tasks as required e.g. to support problem resolution.

Experience in a support or customer facing role with the ability to establish and maintain effective working relationships with diverse stakeholders and constituents. Experience in working collaboratively with multidisciplinary teams with a focus on delivery in a rapidly changing environment. Strong stakeholder and relationship management skills with the ability to deliver outcomes and meet business requirements in a large organization.

Ability to ensure standards and guidelines are applied and maintained across applications for administration, deployment and monitoring over a range of platforms. Ability to ensure applications, service processes and outputs are error free and complete.

Must have excellent interpersonal, oral and written communication skills in order to interact effectively with diverse, multicultural stakeholders, constituents and end users to solve application issues. Able to provide technical mentoring, training and guidance to other team members. 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 with four (4) years of experience in related field. Official transcripts will be required. On-call, work hours may extend beyond the normal, eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. *\*\*\*Will be subject to a criminal background. Some positions may be subject to a fingerprint test. \*\*\**

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for providing advanced technical support related to various general computing applications. Monitors equipment to ensure systems are operating according to specifications. Analyze and resolve software issues by identifying trends or problems due to system enhancements. Ensures continuity of business processes supported by one or more applications/services. Ensures compliance with district guidelines and procedures.

Evaluates application performance, troubleshoot problems and provides assistance/support to department and other end users. Tracks progress of application issues and escalates as appropriate to ensure resolution is reached. Maintains knowledge of technological trends that provide application-based solutions by participating in professional development activities. Coordinates with other departments and performs assessment and execution of new technologies, outputs and tools used in the development area pertaining to application.

Develop and maintain effective working relationships with diverse stakeholders and constituents within the DCCCD community network to ensure efficient technical support for current computer systems and operations. Assist IT team members in determining appropriate application deliverables suited to business needs. Will serve as a liaison between the end users and the software manager.

Collaborates in the research of system application needs to visualize any problems for users by providing direction during the development and execution of applicable documentation. Reviews and tests new and/or existing software application programs and processes.

Participates in the training of users with detailed information of system capabilities. Resolves procedural questions and problems or routes to appropriate staff. Provides technical support to students, faculty, and staff regarding software applications responding via telephone and/or email, to expeditiously resolve issues, adhering to departmental processes, guidelines and procedures.

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.*