



SJCOE
EDUCATE · INNOVATE · INSPIRE

Job Description

POSITION TITLE: System Specialist #2397
CodeStack
Professional Learning and Support

SALARY PLACEMENT: Classified Salary Schedule
Range 38

SUMMARY OF POSITION:

Under the direction of the CodeStack Director and the System Lead, perform specialized technical services and assistance to web applications system users. Trouble-shooting web application to determine cause and resolution of problems encountered by system users. Provide one-to-one and group training; follow manuals and read complicated instructions; and understand and carry out oral and written instructions. Design and conduct thorough testing of proposed project components/functions.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Possess an Associate of Arts Degree with a concentration in computer-related technology and/or Business Administration; or equivalent experience in management of information systems. Four years of experience in providing customer support for web application systems and/or utilization of web application systems in an educational environment.

CREDENTIALS AND/OR SKILLS AND ABILITIES:

Possess knowledge in methods and procedures of operating electronic computer equipment. Maintain current knowledge of technical aspects of field of specialty; principles of computer technology, various operating systems, diagnostic techniques, and procedures used in web applications support. Ability to communicate data processing procedures and requirements to users; operate equipment properly and efficiently; diagnose and understand reasons for system errors; respond to user requests for assistance and malfunction correction and provide technical support. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

ESSENTIAL FUNCTIONS:

Essential functions may include but are not limited to:

1. Knowledge of correct English usage, spelling, grammar, and punctuation.
2. Communicate effectively in written and oral form.
3. Establish and maintain effective work relationships in the performance of required duties.
4. Communicate effectively with programmers and end users.
5. Respond to user requests for assistance in a timely manner by addressing compatibility, system errors, and account setup and maintenance.
6. Oversee specific system components/modules.
7. Conduct thorough testing of proposed project components/functions.
8. Analyze existing or proposed web-based projects and enhancement requests to determine feasibility.
9. Conduct training on and off-site as necessary.

10. Document all phases of the analysis, design, programming, implementation, and maintenance of web-based projects; create user documentation for the utilization of web-based systems, reports, procedures, and training materials.
11. Assist System Lead during critical demand periods, emergency situations, or scheduled vacations.
12. Other assigned duties as required.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment; to work outside of normal workdays and office hours to meet installation deadlines; and come in direct contact with SJCOE staff, district office staff, and the public.

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