

ACADEMIC APPLICATIONS SYSTEMS SPECIALIST

DEFINITION

Under general direction, performs a variety of complex and technical applications administration and user operational duties in support of academic application systems, including Online Learning Management (OLM) platforms, web portals, and related instructional technologies; responds to and resolves software users' inquiries and complaints; provides training to faculty and staff in the use of instructional technologies.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Enterprise Application Systems. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a classification responsible for the maintenance, modification, and customization of District academic application systems. Incumbents are expected to possess knowledge of systems administration, web based systems, instructional technologies, and basic computer programming. Incumbents have the authority to adapt specific program procedures and activities to meet the needs of the District and incorporate technological advances. The work requires the frequent use of tact and judgment, working knowledge of District-wide information technology systems and operations, and the ability to conduct independent projects and programs. This classification is distinguished from other IT classifications by specializing in academic application systems and technologies and web based systems. This class is further distinguished from the Director, Enterprise Application Systems in that the latter has overall management responsibility for all functions of the Enterprise Application Systems unit.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides complex and technical support to faculty and students using Online Learning Management (OLM) platforms, web portals, and other instructional technologies.
2. Maintains, modifies, customizes, upgrades, and troubleshoots assigned academic application systems and technologies to meet user needs and ensure availability and access to applications and technologies.
3. Performs system processes for semester/term start and close of the OLM system.
4. Collaborates with faculty and staff on maintaining portal communications, content, and usage; develops portal channels, applications, and communications tools.
5. Participates as a team member with information technology staff and other District staff on critical system integration and ongoing technology implementation projects.
6. Interviews, analyzes, and documents end user needs and requests and systems requirements; develops proposed solutions and action plans; coordinates solutions with information technology project teams, including participating in planning, organizing, and implementing project schedules, requirements, methods, and

- objectives in consultation with end users; coordinates project activities with team members, other staff, user representatives, and outside vendors.
7. Conducts training programs for faculty on the use and operation of academic application systems and technologies.
 8. Responds to and resolves help desk tickets related to academic application systems and technologies.
 9. Assists users with application systems and operational questions or problems; escalates problems or issues to vendor representatives or other information technology staff as needed.
 10. Provides new user training and ongoing support to keep all end users apprised of changes and upgrades to academic applications systems and technologies.
 11. Coordinates and directs the work of software vendors to identify and resolve programming and other operational problems; coordinates the scheduling of corrective patches and upgrades between vendors and staff.
 12. Maintains and compiles documentation of user procedures, technical references, training manuals, handbooks, and guides.
 13. Develops and executes system test plans to ensure application performance conforms to specifications; modifies technologies to correct errors and optimize system performance and cost-effectiveness.
 14. Stays abreast of current trends and developments in academic system applications and technologies; serves as a technical expert on assigned committees.
 15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
 16. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
 17. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
 18. Supports and abides by federal, state, local policies, Board policies, and Administrative procedures.
 19. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
 20. Prepares and delivers oral presentations related to assigned areas as required.
 21. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Modern and complex principles and practices of academic application system and web based application management, analysis, configuration, maintenance, and security.
3. Principles of relational database management and systems integration analysis and programming.
4. Various information technology platforms and operating systems.

5. Modern office practices, methods, and computer equipment and applications related to the work.
6. Record keeping principles and procedures.
7. English usage, grammar, spelling, vocabulary, and punctuation.
8. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Analyze, diagnose, and troubleshoot academic application systems and web based applications using logic to solve problems.
5. Assist end users on a wide variety of issues, evaluate alternatives, and make and implement sound recommendations.
6. Research, develop, and recommend cost-effective technical system improvements.
7. Present effective training programs and train users in the academic application systems and web based applications.
8. Learn to use new and existing software and hardware.
9. Interpret, apply, explain, and ensure compliance with applicable District standards, policies, and procedures related to assigned area of responsibility.
10. Compose clear and concise correspondence and reports.
11. Understand and follow oral and written instructions.
12. Establish and maintain a variety of filing, record keeping, and tracking systems.
13. Operate modern office equipment including computer equipment and specialized software applications programs.
14. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to an Associate's degree from a regionally accredited college in computer science, management information systems, or a related field, and
2. Three (3) years of progressively responsible experience in computer systems support,

including support of web application, online learning management systems, and/or portal environments.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 2/2023