

Hernando County School Board Florida

APPLICATION SUPPORT SPECIALIST

Required Qualifications:

- A.A. or A.S. Degree in Computer Science or related field and three (3) years of successful experience in application support, **OR**
- High school diploma and five (5) years of successful experience in application support.

Desired Qualifications:

- Experience with the Skyward ERP/SIS system or the current software package(s) in use by the District
- Experience with the Crystal Reports or the current software package(s) in use by the District

Performance Responsibilities:

- Perform software analysis, documentation, testing, maintenance, and implementation.
- Provide user training and procedures for enterprise applications and other systems as needed.
- Perform and schedule system processes as required.
- Provide help desk support for enterprise applications and other systems as needed.
- Provide system configuration, integration, and data imports and exports.
- Provide and implement backup and recovery plans for enterprise applications.
- Maintain and perform application maintenance.
- Maintain a productive working relationship with users and all levels of management.
- Consult with management to ensure agreement on system principles.
- Develop and maintain a working knowledge of business processes in assigned application areas.
- Maintain a working knowledge of the Florida Department of Education rules and regulations.
- Use effective, positive interpersonal communication skills.
- Perform job responsibilities with sustained focus and attention to detail for extended periods of time.
- Confer with users to determine needs and formulates system development requirements.
- Develop system and user documentation for new software applications.
- Provide technical assistance to user departments.
- Provide technical support, supervision, and guidance to other application support staff.
- Organize and plan work for performing independently or within a team work environment.
- Perform other duties as assigned by the Supervisor of Technology and/or designee.

Physical Demands:

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 regularly or as needed to move objects.

Reports to:

Reports directly to the Supervisor of Technology and/or designee.

Evaluation:

Annual evaluation done by the Supervisor of Technology and/or designee.

Terms of Employment:

12-month employment

Salary:

Salary based upon approved salary schedule - Professional/Technical/Supervisory Category C

Job Code:

82028

Board Approved: 05/28/2019,06/11/24

Revised: 05/14/24,06/11/24, 11/19/24