

SOFTWARE SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility for responding to support requests for a variety of software applications used in the educational services environment, including but not limited to student management, special education, cafeteria, financial and productivity. The incumbent provides application and maintenance support, as well as investigating and resolving application errors and data discrepancies. The incumbent may also provide training and instruction to assist the user and reinforce knowledge of the software application. Assignments are received verbally and in writing from the employee's supervisor and work is assigned and reviewed via the IT Service Management application (Service-Now). Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews problems/concerns reported by customer, investigates causes, identifies problem sources, and recommends solutions;

Communicates with other departments and/or third party vendors to resolve issues;

Communicates solutions in written and oral form to customers and other departments;

Researches known issues with the software applications;

Attends staff and user meetings for identifying user needs and for professional development;

Tests and installs software applications, documents the result of testing the application;

Tests enhancements and upgrades, documents the changes in the application and the impact to the customer;

Provides steps for resolution, explains preventative measures and follows up with users;

Supports users in data submission and error resolution;

Works with school districts to implement security for software applications using best practices to ensure data security and privacy;

Assists in the training of staff in the use of software and administrative applications;

Refers more complex requests and questions to the appropriate team;

Assists in the development of written materials to support the use of the software/application;

Uses software/application to submit and record user support inquiries, records solutions and monitors status of resolution;

Identifies issues and situations that require the attention of management and notifies immediate supervisor.

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of current techniques for support applications used by customers;
Good knowledge of a wide variety of software applications;
Good technical ability and knowledge of changing technology;
Good knowledge of the principles and practices of system analysis;
Working knowledge of current techniques used in the instruction and training of software applications;
Working knowledge of various educational computer applications;
Ability to communicate effectively with technical and non-technical personnel;
Ability to follow complex oral and written instructions;
Ability to explain technical issues to non-technical users;
Ability to convey information in a professional manner;
Ability to communicate effectively with both users and technical personnel;
Ability to perform close, detail work involving considerable concentration;
Ability to communicate effectively both orally and in writing;
Strong organizational skills;
Ability to perform multiple tasks simultaneously;
Analytical thinking;
Detail orientated;
Problem solver.

MINIMUM QUALIFICATIONS:

- A) Completion of 30 semester credits from a regionally accredited or New York State registered college or university, including 15 semester credits in Business Information Technology, Computer Information Systems, Computer Science, or closely related field; OR
- B) Graduation from high school or possession of an equivalency diploma and one year of experience providing customer service and support directly to users of technology hardware and/or software programs; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.

SUBSTITUTIONS: 1)One year of experience stated above may be substituted for a current Broome-Tioga BOCES employee with successful completion of thirty (30) hours of recent (within the last twelve months) approved subject matter related to SCRIC Academy coursework. 2)An additional year of experience stated above may be substituted for ongoing development opportunities to assist with applying the SCRIC Academy coursework.

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SPECIAL REQUIREMENT: Depending on the job location and/or department, possession of a valid driver's license to operate a motor vehicle in the State of New York may be required at time of appointment.

SPECIAL REQUIREMENT: Per regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment for the State of Education Department is required.

Special Note: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last five (5) years.

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