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 a 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

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     inquiries, records solutions and monitors status of
resolution;
Identifies issues and situations that require the attention of
     management and notifies immediate supervisor.

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) Graduation from a regionally accredited or New York State
registered college or university with an Associate's degree or
higher and two (2) years of experience providing customer
service and support directly to users of technology hardware
and/or software programs; OR

B) Graduation from high school or possession of an equivalency
diplomas and four (4) years of experience providing customer
service and support directly to users of technology hardware
and/or software systems.

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