

JOB DESCRIPTION

Job Title: *Development Support Administrator (9836)*

Job Summary:

The job of Development Support Administrator (DSA) was established for the purposes of assisting the Information Systems (IS) development team in the development, implementation, and maintenance of complex computer applications (software) and providing training and support to Tulare County Office of Education (TCOE) and district personnel in the use of the software. This job reports job status to the Director of Information Systems or designee. This position, either individually or as a member of a team, will support TCOE in the day-to-day and project tasks associated with, but not limited to, one or more software systems during development, implementation, maintenance, and/or support.

Essential Functions:

- Assist with the development, management and support of enterprise-level databases.
- Develops and publishes a training calendar to provide software training for TCOE and district users.
- Documents training for the purposes of analysis and identification of additional TCOE and district training needs.
- Provides technical support, remotely or in-person, for TCOE activities and initiatives.
- Supports, remotely or in-person, staff and end-users in the configuration and usage of software for the purpose of enabling efficient use of the same.
- Trains, remotely or in-person, staff and end-users on workstation and/or software usage for the purpose of being able to utilize existing and/or new software functionality.
- Travels to various locations throughout Tulare County using own vehicle for the purpose of supporting and/or training users on software functionality.
- Utilizes a ticket tracking solution for the purpose of keeping current status on day-to-day and/or project tasks.
- Works with TCOE and/or district personnel to analyze current application functionality for the purposes of identifying software development needs.
- Works with TCOE and/or district personnel to gather and document software development requirements.
- Works with TCOE and/or district personnel to perform software quality assurance and/or user acceptance testing.
- Writes and/or maintains software user documentation.
- And performs other related duties as equitably assigned.

Skills, Knowledge and/or Abilities:

- **Skills to:**
 - Educate individuals and groups in a skilled, personalized, and professional manner.
 - Organize information and materials.
 - Read, write, understand, and implement complex documentation.
 - Troubleshoot and diagnose
 - Utilize computer and instructional software programs effectively.
 - Utilize computers and instructional devices effectively.
- **Knowledge of:**
 - Accounting and business practices and terminology.
 - Budget development practices and encumbrance accounting.
 - CA K-12 school district and county office of education finance methods.
 - Enterprise-level database management practices.
 - Individualized and group instruction.
- **Ability to:**
 - Communicate effectively over the telephone, in meetings, via video conferences, in a seminar setting, or electronically;
 - Establish and maintain effective working relationships with those contacted in the performance of duties;
 - Introduce and train others on software applications;

- Keep management apprised of issues and recommend solutions for those issues.
- Maintain records and keep documentation up-to-date;
- Work productively in a multi-tasking environment;

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to impact TCOE's services. The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; and some finger dexterity. Generally, the job requires 70% sitting, 10% walking, and 20% standing. This job is performed in a generally clean and healthy environment.

Experience Required:

- Four (4) years of experience in job-related area.

Education Required:

- Bachelor's degree in job-related area, or;
- Eight (8) years of verifiable experience in job-related area may be accepted in lieu of the Bachelor's degree.

Certificates, Licenses, Clearances Testing and/or Bonding Required:

- Valid California Driver's License and proof of automobile insurance.
- Department of Justice and FBI Fingerprint Response.

FLSA Status: Non-Exempt**February 2019**

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.