Job Title: Software Application Specialist  
Job Code: 81031

JOB SUMMARY

The Software Application Specialist is responsible for coordinating the acquisition, implementation, maintenance and upgrading of software systems.

MAJOR DUTIES

- Initiates and maintains customer support for computer software and application services to include installing, upgrading and troubleshooting software;
- Consults with users in the design of network(s);
- Stays informed of upcoming needs regarding applications for administration and instructional use.
- Ensures that classroom systems are fully installed and configured as needed by the beginning of each term; resets customizations and removes programs, utilities and files added during previous term;
- Sets parameters for various software installations and configurations; secures systems from tampering or inadvertent corruption;
- Provides training for technology support personnel to ensure consistency of installation and configuration.
- Performs product analysis and coordinates the testing of new and modified software applications;
- Participates in analyzing and forecasting computer needs for electronic data processing budget development;
- Recommends new applications and upgrades as they become available;
- Maintains an accurate inventory of all computer software versions and licenses.

COMPETENCIES

- Knowledge of computer software configuration and customization
- Knowledge of information security practices and technology
- Knowledge of the tools and techniques used in the diagnosis and resolution of computer software and hardware operating problems
- Skill in the provision of customer services
- Skill in the training of personnel
- Skill in the operation of computers and job related software programs
- Decision making and problem solving skills
- Skill in interpersonal relations and in dealing with the public
- Oral and written communication skills
- Ability to evaluate and analyze existing applications and identify deficiencies
MINIMUM QUALIFICATIONS

Associate’s degree *and* Three (3) years of work related experience

Note: Experience may substitute for the degree on a year-for-year basis.

PREFERRED QUALIFICATIONS

Preferred qualifications may vary from location to location.