Tolleson Union High School District #214
Application Support Coordinator

Purpose

The Application Support Coordinator is responsible for facilitating the administration and support of key applications utilized within the district that are applied for student learning. Helps provide advanced hardware, software and application support for devices including laptops, tablets, phones, printers, scanners, Audio Video units, fax units and associated peripherals.

Qualifications

Required

1. Bachelor's degree in education, Business, Computer Science, or related field from an accredited college/university.
2. Minimum of 5 years in the technology field or related area.
3. Valid AZ Department of Public Safety (DPS) Identity Verified Print (IVP) Fingerprint Clearance Card.
4. Evidence of the ability to troubleshoot issues as they may rise within a given application or process.
5. Knowledge of the principles and practices of the administration of an application and the duties expected to be performed.
6. Comprehensive understanding of using Microsoft Office applications, along with the ability of understanding how a student information system interacts with all applications used.
7. Capacity to conduct project planning, problem solving, and participate in a team environment for the implementation and maintenance of applications used and future applications within the District.
8. Knowledge or experience of the following applications: Edgenuity, Canvas, MasteryConnect, Nearpod, Achieve3000, and Edupoint Synergy.
9. Strong oral and written communication skills.

Preferred

10. Capability to create MS-SQL queries and .csv file creation for the ability of importing and exporting date from applications.
11. Bilingual in English and Spanish.

Essential Functions

1. System administration of the key applications used within the District.
2. Troubleshooting and problem-solving are needed when issues arise within the application used.

3. Participate on implementation teams when new applications are introduced for the District.
4. Implement and maintain the user interface, Single-Sign-On (SSO) between the applications used, the SIS system, and active directory.
5. Work directly with the district programmer to maintain the import and export process used to keep the applications up to date.
6. Conduct system analysis of data within the applications to confirm accuracy and to find errors that may be causing problems.
7. Updating the applications when schools indicate new sections created within the applications, such as in Edgenuity and Canvas.
8. Updating and archiving data within the applications at set times of the year related to semester breaks during the school year.
9. Utilizing customer support of the applications utilized when issues cannot be resolved by application support specialist.
10. Assist in the ability of analytic creation within the district SIS system.
11. Keep up with other technology that is available within the educational environment.
12. Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple tasks with a potential need to upgrade skills to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects; preparing and maintaining accurate records; maintaining confidential and sensitive information; communicating effectively with individuals of varied cultural and educational backgrounds; communicate in oral and written form; prepare and present materials in a professional manner; manage personnel and programs; and work collaboratively with colleagues and the public.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include knowledge of Human Resource Standards; knowledge of federal, state, county, local, and District codes; and knowledge of federal, state, county, local, and district policies, regulations, and laws.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and use basic, job-related equipment. Flexibility is required to direct others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with similar types of data; and utilize job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is low. Specific ability-based competencies required to satisfactorily perform the functions of the job include: ability to provide consistent, fair, and policy-based direction to others and make independent judgments; ability to possess a high moral personal standard; maintain a high degree of integrity in all facets of work;

ability to meet deadlines; ability to be courteous and able to effectively manage job responsibilities as well as being cooperative, congenial, service oriented, and to promote these qualities; ability to work in an environment with frequent interruptions; ability to be respectful and empathetic; and ability to promote team-building and shared responsibilities among administrative and professional personnel.

Responsibility

Responsibilities include maintaining and updating technical documents and procedures. Identifying and resolving technical issues. Managing coordination at a local level where required. Offers technical support.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally, the job requires 70% sitting, 15% walking, and 15% standing. The job is performed under conditions with some exposure to risk of injury and/or illness. The noise level in the work environment is usually moderate to low. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Reports to:	Director of Information Technology
Term of Employment:	Twelve-month, full time
Evaluation:	This position will be evaluated annually as outlined in Governing Board Policy Manual.
FLSA Status:	Exempt
Salary Range:	Placement Salary Schedule for Administrative/Support Exempt Personnel, Coordinator
Board Approval:	February 6, 2024 (Adopted) February 25, 2025 (Revised)