### POSITION TITLE:
Senior Application Support Representative

### CONTRACT LENGTH:
12M

### DATE:
07/07/14

### DATE OF LAST REVISION:
07/07/14

### JOB CODE:
IT0910

### PAY GRADE:
T11

### FLSA EXEMPTION STATUS:
E

### JOB SUMMARY
Provides application support to end users in the HISD organization. Assists in testing, implementation, and design of systems. Works with production systems and applications to ensure that they meet customer needs and expectations. Provides team leadership to Application Support Representatives.

### MAJOR DUTIES & RESPONSIBILITIES

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<tr>
<th>List most important duties first</th>
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<tr>
<td>1. Assists in testing, implementation, and design of systems; works with production systems and applications to ensure that they meet customer needs and expectations.</td>
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<td>2. Provides application support and analysis for various applications and systems used in Houston ISD.</td>
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<td>3. Evaluates documented resolutions and analyzes trends for ways to prevent repeated problems.</td>
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<td>4. Creates training materials and ensures that they are kept up to date as needed.</td>
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<td>5. Provides team leadership to other levels of Application Support Representatives; assists Application Support Representatives in responding to escalated issues and request tickets from the Service Desk.</td>
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<td>6. Communicates application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders.</td>
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<td>7. Performs other job-related duties as assigned.</td>
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**EDUCATION**
Associate’s Degree or 60 college hours. Equivalent, relevant work experience of 2 years in addition to the minimum experience requirement of 5 years can be substituted for the education requirement. Bachelor’s Degree preferred.

**WORK EXPERIENCE**
5 to 7 years
Experience in troubleshooting and applications and systems. Must be able to support and train customers with software systems and applications used throughout the school district. Experience in providing application support, training and phone and remote support of applications. Experience with incident and problem management and following up with customers until issues are resolved. Experience in administering and supporting PeopleSoft, TADS, SAP, Chancery or GradeSpeed preferred.

**TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION**
Microsoft Office
Office equipment (e.g., computer, copier)
Strong written and oral communication skills required. Must have excellent team player skills.

**LEADERSHIP RESPONSIBILITIES**
Work Leadership. Regularly provides project management or team leadership to a group of two or more employees, but does not have formal supervisory responsibility. Leading and directing is restricted to monitoring work and providing guidance on escalated issues. Most of work time is spent performing many of the same duties they are leading.

**WORK COMPLEXITY/INDEPENDENT JUDGMENT**
Work is non-standardized and widely varied, involving many complex and significant variables including significant time spent planning, evaluating complex solutions and issues, and negotiating outcomes. Strong analytic ability and inductive thinking are frequently required to devise new approaches to situations where previously accepted solutions have proven inadequate. Position regularly makes recommendations to management on areas of significance to the division. Supervision received typically consists of providing periodic coaching, advice and feedback.

**BUDGET AUTHORITY**
No budget development activity is required.

**PROBLEM SOLVING**
Decisions are made on both routine and non-routine matters with some latitude, but are still subject to approval. Job is occasionally expected to recommend new solutions to problems and improve existing methods or generate new ideas.

**IMPACT OF DECISIONS**
Decisions have moderate impact to the facility/department or division, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment. Effect usually confined to the organization itself and is short term.

**COMMUNICATION/INTERACTIONS**
Collaborate and solve problems – works with others to resolve problems, clarify or interpret complex information/policies, and provide initial screening/negotiations without approval authority. Interactions are typically with customers, senior level professional staff, and managers.

**CUSTOMER RELATIONSHIPS**
Leads others in the resolution of highly sensitive and confidential issues on behalf of the department. Acts as a trusted advisor, and becomes involved in the customer's decision making process including presenting alternatives and information and applying persuasion and negotiation skills in the resolution
of problems. Monitors customer service standards.
WORKING/ENVIRONMENTAL CONDITIONS
Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements.
Ability to see and read computer screens.
Ability to communicate via telephone with customers and IT to gather information required to resolve customer issues and requests.
Ability to carry and/or lift less than 15 pounds.