

**FRESNO COUNTY SUPERINTENDENT OF SCHOOLS**  
**CLASSIFIED POSITION**

JCN: 266  
RANGE: 142  
NON-EXEMPT

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**USER SUPPORT SPECIALIST**

**BASIC FUNCTION:**

Under the direction of the Senior Director of Application, Development and Support or assigned supervisor, perform a variety of duties involving customer support, documentation and user training for software systems.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

- Collect, analyze and combine feedback to determine trends; recommend changes to business systems, processes, and documentation or training strategies.
- Create and maintain custom software documentation.
- Create and maintain system knowledge base and “how to” documentation.
- Create and maintain training materials and presentations.
- Create and send out user communications for a variety of system or business events.
- Document and log feedback from a variety of sources including meetings, support requests and trainings.
- Follow up with users regarding support requests and training options.
- Identify, recommend, utilize and maintain advanced software applications necessary to support departmental functions.
- Schedule and conduct user trainings, meetings and informational presentations.
- Work with business and development team members to understand software system and business practices as well as suggested implementation of software solutions.
- Work with users, business and developers to coordinate and implement onboarding activities for adoption of new or updated software systems.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

**OTHER DUTIES:**

- Ability to work on a flexible schedule as required.
- Drive a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Perform related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

### **KNOWLEDGE OF:**

- Applicable software programs including but not limited to, Microsoft Access, Photoshop, Open Office, and Microsoft Word.
- Software development methodology.
- Software development technology such as defect tracking and source control software.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

### **ABILITY TO:**

- Ability to work and thrive in a fast-paced environment, learn rapidly and master diverse web technologies and techniques.
- Create effective presentations and communications materials.
- Maintain records related to work performed.
- Meet schedules and time lines.
- Train users on complex software and business processes.
- Understand and document complex software and business processes.
- Work with users individually or in groups to gather information regarding problems or requirements.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with little direction.

## **EDUCATION AND EXPERIENCE:**

### **EDUCATION:**

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree preferred.

### **EXPERIENCE:**

- Two years of technical writing, training, and/or software development preferred.
- Experience with school accounting, school payroll and/or human resources preferred.

## **LICENSURE AND OTHER REQUIREMENTS:**

- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.

## **WORKING CONDITIONS:**

### **ENVIRONMENT:**

- Drive a vehicle to conduct work, using own transportation and/or FCSS vehicle.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

### **PHYSICAL DEMANDS:**

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

*This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.*

## **APPROVED:**

Effective: July 30, 2019