



T U L S A

PUBLIC SCHOOLS

Job Title: Applications Support Analyst

Department: Information Systems Services

Reports To: Director of Applications Development

Grade: CA-17

Number of Days: 12 Months

Security Access: ESC

Current Date: November 21, 2016

Overtime Status: Non-Exempt

Position Summary:

- Includes supporting administrative and instructional applications on multiple platforms. Includes, but not limited to, system management, problem management and resolution, vendor management and support, release levels, costs, enhancements and documentation.
- Works with key users and groups with leveraging applications to improved business processes.

Minimum Qualifications/Job Requirements:

Education:

- Bachelor of Science degree or equivalent work experience.

Specialized Knowledge, Licenses, etc:

- Large project implementation experience.
- Leverage enterprise and Cloud-based application delivery models.

Experience:

- At least 5 years in application support role providing technical assistance.

Physical Requirements (If Applicable):

- Must be able to lift 50 lbs.

Other:

- Excellent communication and documentation skills required.
- Training experiences a plus.
- ITIL experience

Customer Contacts (Internal and External):

- Administrators, principals, teachers, and support personnel.
- Vendors and contractors.

Essential Job Functions:

- Maintain administrative and instructional application to ensure high level of availability and keep in vendor support windows.
- Acts as a liaison between users, programming staff, and vendors.
- Create and maintain workflows to improve the delivery and consistency of data and services.
- Other task as assigned.

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