PALOMAR COMMUNITY COLLEGE DISTRICT

SYSTEMS MODULE FUNCTIONAL SPECIALIST

Class specifications are not intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

To serve as a functional specialist to assigned department supporting specific PeopleSoft module(s); to perform professional-level duties in the analysis, evaluation, design, development, testing, implementation, documentation and maintenance of computer system applications specific to assigned department; to provide technical support to end users on the use of applications; to produce a variety of reports; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level supervisory or management staff.

ESSENTIAL AND MARGINAL FUNCTIONS STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Perform professional level duties in the analysis, evaluation, design, development, testing, implementation, documentation and maintenance of computer system applications specific to the assigned department.

2. Analyze current systems; define and propose new or enhanced system functionality; test and maintain updates, patches and fixes; develop and maintain systems documentation and procedures.

3. Maintain and provide technical support and expertise for assigned applications; troubleshoot and resolve application or database problems; evaluate requests for application enhancements; provide guidance to end users on application use and operating parameters.

4. Troubleshoot and rectify computer application problems; recommend changes as needed; confer with vendor and internal Information Systems staff to solve complex procedural, operational and technical problems.

5. Provide technical assistance to end users in updating and maintaining system data; write, modify and generate ad hoc queries and reports; serve as liaison with information services staff, PeopleSoft representatives and other departmental system analysts for system or production problems.

6. Review and analyze system problems including system documentation and production output to identify solutions and/or make appropriate referrals.

7. Set up and maintain security profiles for assigned department.
8. Assist management personnel in planning, directing and coordinating operational and/or procedural matters to meet goals and objectives of assigned department; complete various reports and summaries for management and/or users including status reports, progress summaries and problem reports.

9. Participate in PeopleSoft project teams activities, tasks and meetings.

10. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems.

11. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

- Operations, services, and activities of information systems programs.
- Personnel computer hardware and software components.
- Operational characteristics of various computer programs and software packages.
- Basic database principles and concepts.
- Methods and techniques of developing reports.
- Methods and techniques of developing and writing technical documentation.
- Pertinent Federal, State and local codes, laws and regulations.
- Knowledge of general processes and procedures related to colleges and universities

**Ability to:**

- Provide functional support for the implementation and maintenance of various software applications.
- Respond to and identify user needs and determine resolutions.
- Detect, isolate and resolve applications problems.
- Create and generate various reports, charts and other materials.
- Work effectively with management, faculty and staff.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:* 

**Experience:**

Three years of increasingly responsible computer experience including the use and troubleshooting of large, complex software applications or information systems analysis.

**Education/Training:**

One year of college-level course work in business computer applications, computer sciences, information systems or related field.
WORKING CONDITIONS

Environmental Conditions:
Office environment; exposure to computer screens; extensive contact with staff and outside vendors, may travel to various locations.

Physical Conditions:
Essential functions may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard; extensive verbal and electronic communication with systems users; moderate or light lifting.