Leon County Public Schools
Classification Specification

Summary Information:

Classification Title: Software Support Technician   **Date Prepared:**   04/2003

FLSA Status: Non-Exempt

Typical Decisions and Recommendations Provided to Others:

This position requires the regular exercise of independent discretion and judgment within defined policy parameters in area of specialty. Work follows specific procedures, however the incumbent may determine priorities, organize own work and occasionally make exceptions to procedures.

Activity Identification

Activity Name

633	System Trouble Shooting	Work to resolve various system errors or failures. Involves identifying system problems and implementing corrective actions. Problems addressed include hardware, software, and procedure.
642	Telecommunication Systems Trouble Shooting	Work with users to resolve telecommunication system errors or failures. Involves identifying problems and implementing corrective actions. Problems addressed include hardware, software, and procedure.
656	Assistance to Users - Student Services	Work with users of student (i.e., educational) services applications to implement systems. Answer questions on an ongoing basis.
657	Assistance to Users - Business Services	Work with users of business services applications to implement systems. Answer questions on an ongoing basis.
077	Technical Assistance	Provide consultation and assistance regarding specific matters within identified area of expertise.
634	Maintenance - Personal Computers	Schedule or arrange for maintenance of personal computers.
648	Microcomputer Assistance	Assist users in defining microcomputer needs and selecting hardware and software.
649	Data Processing Training	Train users in the operation of new or modified systems and programs.
646	Data Inquiry/Access	Use computer terminals to access data.
999	Assigned Duties	Perform other duties as assigned.

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1

General Classification Specification Factors:

Education/Experience: A.A. Degree with major course work in computer science or management information systems with no related experience required; or
Vocational training (720 hours) from a vocational-technical school or accredited community college in an area of data processing (excluding computer operations and data entry) with one year related experience; or
High School Diploma or equivalent with two years appropriate related experience.

Supervisory Responsibility: Yes

Type of Supervision: Supervision is typically <u>part-time</u> with respect to instructing, assigning, and checking the work of others. Most time is typically spent performing the same work as members of the group. There is <u>little or no</u> responsibility for controlling costs and enhancing methods for performing work activity.

Effective Date: 7/1/2003

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2

Skill Identification

Managerial/Supervisory Skills	Important	Not Important
• Developing Multi-year Strategic and/or Operational Plans • Developing Annual Budgets • Policy Development • Controlling Expenses • Coordinating Resources • Decision making • Delegation • Individual/group leadership • Interpersonal (working with groups) • Knowledge of Business/organizational systems • Negotiating and/or persuading others to take action • Promoting safety • Supervising, coaching and developing employees		

Office Skills	Important	Not Important
• Checking grammar/punctuation • Filing • Perceiving detail in checking information/forms • Reading comprehension (high school level) • Operating word processing software • Operating a computer terminal for data entry • Operating automated spreadsheet software • Scheduling appointments and/or travel • Taking and distributing messages • Taking dictation and meeting minutes • General mathematical - adding, subtracting, multiplying, etc.		

Professional and Technical Skills	Important	Not Important
• Accounting/finance • Advanced math - algebra, statistics, geometry • Architecture • Bookkeeping • Computer operations • Computer programming • Contract interpretation • Craft skills (electrical, etc.) • Drawing-figures/drafting • Engineering • Graphic arts • Landscaping • Good Judgment • Work standards • Integrity		

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3

Skill Identification (cont.)

Communication Skills	Important	Not Important
• Oral communication--exchanging or expressing ideas by means of the spoken word • Presentations--transmitting information in a formal setting • Foreign communication--using a language other than English to communicate in writing or orally • Written communication--preparation of manuscripts, speeches, detailed plans, letters, policies, etc. • Editing written documents for content • Reading comprehension - understanding technical or scientific blueprints and charts • Public speaking		

Physical Demands	Important	Not Important
• Balancing - maintaining body equilibrium to prevent falling when walking, standing, or crouching • Carrying - transporting an object, usually holding it in the hands or arms or on the shoulder • Climbing - ascending or descending ladders, stairs, scaffolding, ramps, poles, ropes, and the like, using the feet and legs and/or hands and arms • Color - Match or discriminate colors • Fingering - picking, pinching, or other-wise working with the fingers primarily (rather than with the whole hand or arm as in handling) • Feeling - perceiving such attributes of objects and materials as size, shape, temperature, or texture, by means of receptors in the skin, particularly those of fingertips • Handling - seizing, holding, grasping, turning, or otherwise working with the hand or hands (fingering not involved) • Hearing - perceiving the nature of sounds by the ear or receiving detailed information through oral communication, or making fine distinctions in sound • Lifting - raising or lowering an object from one level to another (includes upward pulling) • Pulling - exerting force upon an object so that the object moves toward the force (includes jerking) • Pushing - exerting force upon an object so that the object moves from the force (including slapping, striking, kicking, and treadle actions) • Reaching - extending the hands and arms in any direction • Seeing - obtaining impressions through the eyes of shape, size, distance, motion, color, or other characteristics of objects or people • Sitting – placing your body in a chair, bending at the waist, with your knees bent and back straight		

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4