

User Support Systems Product Specialist

Position Details

Class Code: 1491

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 62 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under direction, responsible for planning, testing, and delivering projects related to end-user systems and processes. Supervises/coordinates system testing, rollout, and execution with multi-department teams and day-to-day issue/risk management.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Supervises hardware/software configuration, test preparation/execution, and defect resolution processes prior to implementation on production enterprise systems.
2. Monitors system utilization/efficiency, trending/root cause analysis, and test metric distribution/review.
3. Develops testing methodologies and deployment strategies; coordinates resources to implement enterprise distributed application updates.
4. Monitors Districtwide computer system performance and recommends enhancements; schedules ongoing maintenance activities for assigned systems to ensure deployed technology meets Clark County School District standards.

5. Analyzes hardware/software problems encountered by operations staff, schools, and departments.
 6. Serves as third-level end-user support; researches, develops, configures, and maintains enterprise applications/hardware, including computers, mobile devices, network components, printers, and other peripherals, as directed.
 7. Ensures application solutions are consistent with District architecture and security guidelines.
 8. Shares knowledge and collaborates across functions and departments; provides technical assistance, as directed.
 9. Coaches, mentors, and trains technical support personnel in using/supporting enterprise applications and management systems.
 10. Develops and maintains support/training documentation regarding implementation of enterprise applications and hardware management.
 11. Oversees development of innovative approaches, processes, and services supporting school technology implementation.
 12. Maintains current knowledge of computer operating systems, applications upgrades, and vendor revisions.
 13. Assigns, supervises, and evaluates assigned project staff, as needed.
 14. Conforms to safety standards, as prescribed.
 15. Performs other tasks related to the position, as assigned.
-

Distinguishing Characteristics

Supervises, evaluates, develops, implements, supports, and reports on enterprise-scale hardware, software, and peripherals.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of Information Technology (IT) test management best practices including planning, authoring, execution, and reporting.
2. Knowledge/experience in providing IT support.
3. Knowledge of network theory, client/server environments, and best practices.
4. Knowledge of Transmission Control Protocol/Internet Protocol (TCP/IP) networking technologies and troubleshooting.
5. Knowledge of client computing power/threat management.

6. Knowledge/experience in employee supervision principles and practices, including work planning, organization, employee training, performance review/evaluation, and discipline.
 7. Ability to identify operational issues and recommend/implement solutions.
 8. Ability to conduct computer system/procedure analyses and make sound upgrade/enhancement recommendations.
 9. Ability to prepare clear, concise reports, documentation, and other written materials; maintain organized, accurate reports of work performed; assist in developing training materials/programs.
 10. Ability to collaborate with leadership to meet department goals within established time and budget.
 11. Ability to plan, manage resources, and organize work to meet specific objectives.
 12. Ability to coordinate multiple projects and meet predetermined deadlines.
 13. Ability to interpret complex written/verbal materials.
 14. Ability to analyze computer system specifications.
 15. Ability to debug computer hardware and software.
 16. Ability to develop detailed computer specifications and requirements.
 17. Ability to maintain current knowledge of technology, applications, and practices.
 18. Ability to work flexible hours and shifts.
 19. Ability to work cooperatively with employees, vendors, and the public.
 20. Ability to exercise judgment within established procedural guidelines.
 21. Ability to recognize/report hazards and apply safe work methods.
 22. Possess physical and mental stamina commensurate with the responsibilities of the position.
-

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.)
2. Eight (8) years' work experience in progressively-detailed IT support; or, Associate's degree (or two (2) years of college) in an IT-related field, such as Management Information Systems (MIS), Computer Science, Information Services, etc., plus, six (6) years' work experience in progressively-detailed IT support; or, Bachelor's degree in an IT-related field, plus four (4) years' work experience in progressively-detailed technical support.

3. Minimum one (1) year of experience serving as an enterprise software system team lead with full lifecycle tasks, such as requirements analysis, evaluation, selection, testing, implementation, realization/go-live, and support/maintenance.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for the duration of the assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at the time of application or Qualified Selection Pool (QSP) placement and at the time of interview prior to final selection.

Preferred Qualifications

1. Supervisory experience.
 2. Bachelor's Degree.
 3. Experience customizing test management and methodology based on enterprise technology.
 4. Experience communicating, verbally and in writing, to audiences of varied technical backgrounds.
 5. Experience working with multiple vendor partners to perform test management of complex enterprise systems.
 6. IT-related industry certification (i.e. MCSE, A+, etc.)
 7. Structured Query Language (SQL), Java, C++, or other programming experience.
-

Document(s) Required at Time of Application

1. High school transcripts or other equivalent (i.e., GED, foreign equivalency, etc.)
 2. Transcript(s) from an accredited college/university, if applicable.
 3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
 4. Copy of current driving history (dated within six (6) months from date printed) issued by the DMV.
 5. Specific documented evidence of training and experience to satisfy qualifications.
-

Examples of Assigned Work Areas

CCSD Central Information Services Department - travel to/from District facilities.

Work Environment

Strength

Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stopping, kneeling, climbing, crouching, reaching, handling, and repetitive fine motor activities. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office settings with temperatures ranging from mild/moderate to extreme cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, modems, telephones, fax machines, mobile computing devices, drills, punch-down tools, digital multi-meters, laser communication devices, data system/communications test equipment, hand/power tools, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military

status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 07/19/23
- Created: 07/30/14