

**SANTA BARBARA COMMUNITY COLLEGE DISTRICT**

**CLASSIFICATION: CLASSIFIED**

**CLASS TITLE: PROGRAM SYSTEMS  
SUPPORT SPECIALIST**

**SALARY TABLE: 29**

**SALARY RANGE: 34**

**BASIC FUNCTION:**

Under the direction of an assigned supervisor, perform a variety of specialized and technical duties involved in the support, development, and maintenance of assigned programs, services, and applications; perform database modifications and complex applications programming; troubleshoot and maintain data tables, reports, and database functions; resolve duplicate records found within databases assigned; and provide technical support, assistance, and training to system users.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL DUTIES:**

Perform a variety of specialized and technical duties involved in the support, development, and maintenance of assigned programs, services, and applications. Provide scripting, technical, and analytical support for systems assigned.

Perform data entry and imports to generate records; facilitate the collection, management, manipulation, and distribution of computerized data used for analysis; perform database modifications and complex applications programming for systems assigned; set up tables, script blocks, and rules; facilitate routine systems analysis to determine system requirements and desired outputs; restore data and records as needed.

Convert data from legacy systems or versions; identify, troubleshoot, and resolve duplicate records; verify and ensure accuracy of data in programs and systems; manage data cleanup to ensure accurate reporting and recordkeeping; prepare and generate reports as requested.

In collaboration and cooperation with Information Technology staff and software vendor's programmers, perform system upgrades; prepare system software using appropriate codes, scribe blocks, and tests to ensure the system is functioning as designed; communicate with users and technical staff as assigned to develop and assure a thorough and rigorous testing of system performance before new applications or modifications are released into production.

Assist assigned stakeholders with operational difficulties and malfunctions encountered in assigned systems and programs; identify and resolve malfunctions, enhancing applications as required; communicate applicable solution.

Develop training materials; training assigned stakeholders as needed on systems; maintain current knowledge of technology changes; compose and maintain system documentation and

associated guidelines for users.

**OTHER DUTIES:** Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Advanced principles, practices and techniques of computer system analysis, design and applications programming.

Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.

Principles, practices and methods of database structures, system tables, forms, and system design.

Methods of collecting and organizing data and information.

Record retrieval and storage systems.

Record-keeping, filing and report preparation techniques.

Policies and objectives of assigned programs and activities.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

**ABILITY TO:**

Work closely with software vendors, operational staff, and programmers to research questions and resolve system malfunctions.

Convert data from legacy systems and resolve duplicate records.

Perform a variety of difficult and complex applications programming duties.

Design, script, code, and maintain programs and functions such as reports, tables, rules, and forms as needed.

Input, import, update and modify programs, report, function specifications, and data.

Create, develop, and run queried reports for assigned stakeholders.

Utilize a computer to run batch audits, input and upload data.

Generate computerized reports and documents.

Verify and assure accuracy of data, information and requirements for systems and programs assigned.

Respond to program and system question from assigned stakeholders.

Work independently with little direction.

Maintain a high level of accuracy and attention to detail.

Maintain records and prepare reports.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and time lines.

Communicate effectively both orally and in writing.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: associate's degree in computer science, software applications or related field, and three years increasingly responsible computer related experience, including working with user support customer service functions.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Frequent interruptions.

**PHYSICAL DEMANDS:**

Dexterity of hands and fingers to operate a computer keyboard and mouse.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Walking to various offices on campus to complete work.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.