

Academic Applications Systems Specialist
Mt. San Antonio College

Direct Link: <https://www.AcademicKeys.com/r?job=129357>

Downloaded On: Dec. 8, 2019 9:59pm

Posted Sep. 18, 2019, set to expire Jan. 15, 2020

Job Title	Academic Applications Systems Specialist
Department	
Institution	Mt. San Antonio College Walnut, California
Date Posted	Sep. 18, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/1617664

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Job Description

Academic Applications Systems Specialist

Position Number: 2013141028

Department: Information Technology

Job Category: Classified Unit A

Time (Percent Time): 100%

Term (months/year): 12 months/year

Current Work Schedule (days, hours):



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Salary Range: A-124

Salary: Steps 1 - 6: \$6,766- \$8,636 per month

Shift Differential: Shift differential eligibility based on the current collective bargaining agreement

Open Date: 09/16/2019

Initial Screening Date: 10/07/2019

Open Until Filled: Yes

Application Procedure:

Complete application packets will be accepted until the position is filled; however, those submitted by 11:59 p.m. (PST) on October 7, 2019, are assured consideration.

Applicants must submit all of the following materials online unless otherwise noted at [\[url=http://hrjobs.mtsac.edu\]](http://hrjobs.mtsac.edu)Mt.SAC Employment Website to be considered for this position:

1. A Mt. San Antonio College online application.
2. A cover letter describing how the applicant meets the required education and experience.
3. A detailed rsum that summarizes educational preparation and professional experience for the position.
4. Three letters of recommendation that reflect relevant experience (do not use social media or professional networks as a means to provide letters of recommendation).
5. If applicable, College and/or university transcripts showing the awarded/conferred degree are required and must be submitted with the online application by all applicants, including current or former employees of the college, to demonstrate that the required educational qualifications are met. Unofficial transcripts are acceptable at the time of application; however, copies of diplomas are not accepted in lieu of transcripts.

Health & Welfare:

The College contributes a minimum of \$10,946 toward annual premium for medical, dental, vision and life insurance coverage. Lifetime retirement benefits provided for eligible retirees. The District participates in the Public Employees Retirement System (PERS), State Teachers Retirement System (STRS) retirement programs, and National Benefit Services (NBS).

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Note Salary and Health & Welfare Benefits are subject to change.

Basic Function/Overview:

DEFINITION

Under general direction, performs a variety of complex and technical applications administration and user operational duties in support of academic application systems, including Online Learning Management (OLM) platforms, web portals, and related instructional technologies; responds to and resolves software users' inquiries and complaints; provides training to faculty and staff in the use of instructional technologies.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Enterprise Application Systems. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a classification responsible for the maintenance, modification, and customization of District academic application systems. Incumbents are expected to possess knowledge of systems administration, web based systems, instructional technologies, and basic computer programming. Incumbents have the authority to adapt specific program procedures and activities to meet the needs of the District and incorporate technological advances. The work requires the frequent use of tact and judgment, working knowledge of District-wide information technology systems and operations, and the ability to conduct independent projects and programs. This classification is distinguished from other IT classifications by specializing in academic application systems and technologies and web based systems. This class is further distinguished from the Director, Enterprise Application Systems in that the latter has overall management responsibility for all functions of the Enterprise Application Systems unit.

Essential Duties/Major Responsibilities:

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides complex and technical support to faculty and students using Online Learning Management (OLM) platforms, web portals, and other instructional technologies.
2. Maintains, modifies, customizes, upgrades, and troubleshoots assigned academic application

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systems and technologies to meet user needs and ensure availability and access to applications and technologies.

3. Performs system processes for semester/term start and close of the OLM system.
4. Collaborates with faculty and staff on maintaining portal communications, content, and usage; develops portal channels, applications, and communications tools.
5. Participates as a team member with information technology staff and other District staff on critical system integration and ongoing technology implementation projects.
6. Interviews, analyzes, and documents end user needs and requests and systems requirements; develops proposed solutions and action plans; coordinates solutions with information technology project teams, including participating in planning, organizing, and implementing project schedules, requirements, methods, and objectives in consultation with end users; coordinates project activities with team members, other staff, user representatives, and outside vendors.
7. Conducts training programs for faculty on the use and operation of academic application systems and technologies.
8. Responds to and resolves help desk tickets related to academic application systems and technologies.
9. Assists users with application systems and operational questions or problems; escalates problems or issues to vendor representatives or other information technology staff as needed.
10. Provides new user training and ongoing support to keep all end users apprised of changes and upgrades to academic applications systems and technologies.
11. Coordinates and directs the work of software vendors to identify and resolve programming and other operational problems; coordinates the scheduling of corrective patches and upgrades between vendors and staff.
12. Maintains and compiles documentation of user procedures, technical references, training manuals, handbooks, and guides.
13. Develops and executes system test plans to ensure application performance conforms to specifications; modifies technologies to correct errors and optimize system performance and cost-effectiveness.
14. Stays abreast of current trends and developments in academic system applications and technologies; serves as a technical expert on assigned committees.
15. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

Other Duties:

Performs other related duties as assigned.

Knowledge Of:

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1. Modern and complex principles and practices of academic application system and web based application management, analysis, configuration, maintenance, and security.
2. Principles of relational database management and systems integration analysis and programming.
3. Various information technology platforms and operating systems.
4. Modern office practices, methods, and computer equipment and applications related to the work.
5. Record keeping principles and procedures.
6. English usage, grammar, spelling, vocabulary, and punctuation.
7. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills and Abilities:

1. Analyze, diagnose, and troubleshoot academic application systems and web based applications using logic to solve problems.
2. Assist end users on a wide variety of issues, evaluate alternatives, and make and implement sound recommendations.
3. Research, develop, and recommend cost-effective technical system improvements.
4. Present effective training programs and train users in the academic application systems and web based applications.
5. Learn to use new and existing software and hardware.
6. Interpret, apply, explain, and ensure compliance with applicable District standards, policies, and procedures related to assigned area of responsibility.
7. Compose clear and concise correspondence and reports.
8. Understand and follow oral and written instructions.
9. Establish and maintain a variety of filing, record keeping, and tracking systems.
10. Operate modern office equipment including computer equipment and specialized software applications programs.
11. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Understand scope of authority in making independent decisions.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications/Education & Experience:

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Equivalent to an Associates degree from a regionally accredited college in computer science, management information systems, or a related field, and three (3) years of progressively responsible experience in computer systems support, including support of web application, online learning management systems, and/or portal environments.

Equivalencies:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications is listed in the Minimum Qualifications section.

Preferred Qualifications:

License(s) & Other Requirements:

Examination Requirements:

Working Environment:

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

Hazards:

Conditions of Employment:



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Typing Certificate Requirements:

Special Notes:

Please note: A confirmation number will be assigned when your application packet indicates the supplemental questions have been answered and a document has been attached to each required link. Assistance with the online application process is available through the Office of Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [\[url=https://hrjobs.mtsac.edu/postings/employment@mtsac.edu\]](mailto:https://hrjobs.mtsac.edu/postings/employment@mtsac.edu)employment@mtsac.edu.

DO NOT include photographs or any demographic information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

TRAVEL POLICY: Costs associated with travel in excess of 150 miles one way from residence for the purpose of an interview will be reimbursed up to \$500 maximum. Relocation costs will be borne by the successful candidate. Travel reimbursement claims (original receipts) must be submitted no later than 30 days following the interview date.

Foreign Transcripts:

Foreign Transcripts: Transcripts issued outside the United States require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. This report must be attached with the application and submitted by the filing deadline.

Inquiries/Contact:

Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: [\[url=https://hrjobs.mtsac.edu/postings/employment@mtsac.edu\]](mailto:https://hrjobs.mtsac.edu/postings/employment@mtsac.edu)employment@mtsac.edu.

Selection Procedure:

A committee will evaluate applications, taking into account breadth and depth of relevant education, training, experience, skills, knowledge, and abilities. The screening committee reserves the right to limit the number of interviews granted. Meeting the minimum qualifications for a position does not assure the applicant of an interview.

Interviews may include a writing sample, committee presentation, and/or performance test. The start

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date will be following Board approval and receipt of live scan clearance.

Special Instructions to Applicants:

To be guaranteed consideration, it is the applicants responsibility to ensure that all required materials are received before the initial screening date and time indicated on the job posting. Incomplete application packets will not be considered. All application materials will become College property, will not be returned, and will not be copied. Please visit our employment website at [\[url=http://hrjobs.mtsac.edu\]](http://hrjobs.mtsac.edu)Mt. SAC Employment Website to complete and submit your application for this position.

Letters of Recommendation

Confidential letters of recommendation are not accepted for this position. All letters of recommendation must be uploaded to the application.

EEO Policy:

The College is an equal opportunity employer. The policy of the College is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex (gender), age, sexual orientation, or the perception that a person has one or more of these characteristics.

Conflict of Interest:

Mt. San Antonio College employees and the Board of Trustees members shall not engage in any employment or activity that is inconsistent with, incompatible with, or in conflict with Mt. San Antonio Colleges Administrative Procedures (AP 2710 Conflict of Interest, AP 2712 Conflict of Interest Codes).

Cancel RTF Policy:

WE RESERVE THE RIGHT TO RE-OPEN, RE-ADVERTISE, DELAY OR CANCEL FILLING THIS POSITION.

THIS RECRUITMENT MAY BE USED TO FILL FUTURE VACANCIES.

To apply, visit [\[url=https://apptrkr.com/1617664\]](https://apptrkr.com/1617664)<https://hrjobs.mtsac.edu/postings/7333>



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

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