

PINELLAS COUNTY SCHOOL BOARD  
FLORIDA

PCSB: 6998  
Pay Grade: D10

FLSA: Non-Exempt

**QUALITY ASSURANCE / TESTING-APPRENTICE**

**MAJOR FUNCTION:**

Provides support to the reporting services team in Management Information Systems (MIS) Department by testing, developing documentation, and assisting with development of training materials for new software versions that are purchased and developed in house.

**DUTIES AND RESPONSIBILITIES:**

- Updates the Tech wiki and other documentation sources with information about new software, version changes, and custom enhancements / changes / integrations developed by MIS
- Works closely with the Help Desk to communicate changes to others
- Works with trainers to insure they have all of the information required to deliver training to users
- Assists with development online or face to face training for users
- Attends meetings as directed about new software programs that the district is implementing
- Assists with production support cases regarding student information and financial reporting
- Analyzes data from the ticketing system and determines training needs
- Performs other related duties as required.

**MINIMUM QUALIFICATIONS:**

Current enrollment in an Information Technology (IT) or related degreed/vocational program plus one year experience with Windows and Microsoft Office. Demonstrated effective communication skills with functional and technical partners in written and verbal form. Demonstrated strong customer service, analytical and organizational skills. Demonstrated skills in attention to details.

ISSUED: 1/08 AK; BOARD APPROVED: 2/12/08; REVISE TITLE, MF, D&R 10/09 LMC: BOARD APPROVED 10/13/09

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification, and they are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

**QUALITY ASSURANCE / TESTING APPRENTICE**

<b>WORKING CONDITIONS &amp; PHYSICAL EFFORT:</b>	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds	X				
2. Lift objects weighing 21 to 50 pounds	X				
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds	X				
6. Carry objects weighing 21 to 50 pounds	X				
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time	X				
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending	X				
13. Ability to reach and grasp objects				X	
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors				X	
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects	X				
19. Proofreading and checking documents for accuracy					X
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				