

Software Support Specialist



STARTING DATE: 2022-2023 School Year
REPORTS TO: Information Technology Supervisor
WORK YEAR: 10-month; 217 days; 40 hours per week (day and evening hours)
SALARY RANGE: Per Classified Employees Wage Schedule

QUALIFICATIONS INCLUDE BUT NOT LIMITED TO:

- Minimum of an Associate's Degree (Bachelor's Degree preferred) in Computer Science, Information Science, MIS, or related field
- Extensive knowledge and proficiency with Microsoft Office applications, including Office 365
- Experience with Microsoft Active Directory and Domains
- Basic understanding of computer networking
- Programming/scripting language skills recommended (e.g., SQL, Java, Java Script, etc.)
- Ability to support internal phone systems
- Ability to troubleshoot hardware and software issues (A+ certification preferred)
- Expertise in software applications suitable for diverse instructional settings (e.g. SIS Systems, DASL, Schoology, OneCall Now, OneView)
- Experience in the installation and maintenance of computer software/hardware
- Strong interpersonal, communication (verbal and written), and project management skills; personal interest in and responsibility for quality of work
- Highly self-motivated and self-directed; keen attention to detail; effective organizational and time management skills
- Exhibit professionalism and the ability to handle confidential information appropriately
- Ability to work independently as well as part of a team; strong customer service orientation which requires interaction with students and adults
- Commitment to keeping current with technological advances; strong understanding of the organization's goals and objectives
- Demonstrated problem solving abilities, ability to communicate clearly and prioritize multiple tasks
- Ability to lift, carry, and/or move objects with a minimum weight of 50 pounds
- Comply with drug-free workplace rules and board policies and documented evidence of a clear criminal record

RESPONSIBILITIES INCLUDE BUT NOT LIMITED TO:

- Support development and implementation of technology projects and new technology installations
- Work under the guidelines of Greene County Career Center's Mission Statement and Goals; promotes favorable image of the Career Center
- Takes the initiative to identify and solve problems independently; demonstrates professionalism and maintains a positive work attitude
- Help to identify and implement best practices as they relate to software/hardware usage in relation to existing network and computer usage and future IT projects
- Attends in-service and staff meetings as directed; assist in researching, proposing, and implementing new technologies and software
- Assist with setup and deployment of new equipment, hardware, and software; assist with equipment inventory
- Occasionally travel to work stations located off campus
- Occasionally work evenings
- Provide first- line support for all help desk phone calls and work orders; provide support for internal phone system (voicemail, passwords, etc.)
- Maintain and trouble shoot all student information and grade programs / school databases (i.e. Progress Book, DASL, One Call Now, Schoology, Turn It In, Rosetta, etc.)
- Continually develop and maintain district website in order to further the district's **Internet** presence
- Continually develop and maintain the district **Intranet** to streamline internal data sharing and collaboration between staff
- Provide staff training on software-related programs and products as needed
- Maintain database of all active district software in use; maintain all staff and student accounts related to online or district server-based software programs
- Stay current on educational software trends to recommend future software needs
- Track and maintain all licensing for software products and initiate updates relative to existing software products
- Detect, analyze, and resolve various network and system problems that include software/hardware components
- Install, configure, test, maintain, monitor, and troubleshoot end user workstation software/hardware products
- Maintain an acceptable attendance record and be punctual
- Remain free of any non-prescribed controlled substance or alcohol abuse in the workplace at all times
- Performs other specific job-related duties as directed

DEADLINE: Open until filled.
Visit <https://www.greeneccc.com/HumanResources.aspx> for instructions on the application process

APPLY TO: David Deskins, Superintendent
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