

Job Description

Position: Educational Information Specialist/Software Support

FLSA: Exempt

Employment Status: Full-Time, 8-hour workday, 260 days

Responsible To: Tri County Computer Services Association (TCCSA) Executive Director or designee

Summary:

The Educational Information Specialist/Software Support Specialist plays a key role in supporting and enhancing Student Information System (SIS) and Education Information Management System (EMIS) operations by providing training, troubleshooting, and ensuring data quality. This position works closely with TCCSA member districts' EMIS staff on data entry, error resolution, and reporting. Candidates must stay current with EMIS trends and changes to maintain strong SIS and EMIS software expertise. Excellent customer service, problem-solving, and collaboration skills are required.

Qualifications:

- Associate's Degree or higher or equivalent professional experience in an area deemed acceptable by the TCCSA Executive Committee
- Previous customer and technical support desired
- Ability to use software tools to perform needed tasks, including but not limited to spreadsheets, presentations and other productivity tools
- Show expertise in helpdesk support and technical troubleshooting with the ability to read, analyze and interpret technical documentation
- Ability to establish and maintain effective working relationships with other staff members and district staff
- Demonstrate ability to manage multiple tasks, react productively to frequent interruption and changing conditions
- Excellent oral and written communication skills
- A high level of professional integrity
- Strong analytic and organizational skills
- Ability to work collaboratively and to learn new technologies and skills
- Documented evidence of a clear criminal record

Specific Duties & Responsibilities:

- Maintain confidentiality with sensitive staff and student data
- Select, maintain, and resolve cases reported to TCCSA by districts in a timely manner
- Assist and support districts in coordinating the collection, verification, maintenance, and reporting of EMIS data in accordance with the Ohio Department of Education and Workforce (DEW) EMIS Manual
- Attend conference calls, webinars, meetings, and conferences as appropriate including representing TCCSA at required EMIS Alliance trainings

- Maintain proficiency of the current EMIS supporting software and student information system
- Assist, plan and provide quality professional development training to develop a comprehensive understanding of EMIS reporting for district EMIS staff
- Keep users notified of best practices, changes, or updates to the current student software applications and supporting software module in a timely manner
- Prepare, write and distribute documentation as necessary to provide effective training and support for users
- Escalate and manage incidents with the appropriate state support agency
- Perform other duties as assigned by Executive Director or Designee

General Duties & Responsibilities:

- Set a professional image for TCCSA using interpersonal skills including, but not limited to, courteous manners, a positive attitude, and cooperative demeanor
- Communicate and collaborate effectively as a member of the TCCSA Student Services Team
- Maintain a cooperative relationship and open communication with TCCSA staff and other ITC site personnel
- Organize tasks, prioritize and manage time effectively
- Meet deadlines despite time constraints
- Maintain an acceptable attendance record especially around high-volume or critical times of the school year
- Ability to handle a multitude of responsibilities with minimal supervision

Working Conditions:

To promote safety, employees are expected to exercise caution and comply with safety regulations and TCCSA policies/procedures when involved in the following situations/conditions:

- Exposure to adverse weather conditions and seasonal temperature extremes
- Exposure to bloodborne pathogens and communicable diseases
- Interactions with aggressive, disruptive, and/or unruly individuals
- Operating and/or riding in a vehicle
- Lifting, carrying, and moving work-related supplies/equipment
- Performing repetitive tasks and using a computer keyboard/monitor for prolonged periods
- Traveling to meetings and work assignments