

## **Software Support Specialist**

### **Purpose Statement**

The job of Software Support Specialist is done for the purpose/s of managing the student information database systems; providing instruction and advice to system users; analyzing problems and issues related to the Student Information System and related software; coordinating usage among all system users; and producing a wide variety of statistical reports.

This job is distinguished from similar jobs by the following characteristics: .

This job reports to the Technical Services Supervisor

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### **Essential Functions**

- Administers system security (e.g. authorization, access, read only, passwords, etc.) for the purpose of regulating access to the student information system and ensuring confidentiality of student records.
- Documents issues and potential solutions related to the student information systems and software applications for the purpose of resolving user problems.
- Inputs data into student information system (e.g. student record updates, assessment records, attendance, scheduling, grading, transcripts, etc.) for the purpose of ensuring accuracy of data.
- Instructs district and site staff on the use of student information systems (e.g. new applications, upgrades, updates, etc.) for the purpose of ensuring proper and efficient use of system.
- Prepares a wide variety of routine and ad-hoc reports for the purpose of meeting mandated reporting requirements and user requests for information.
- Responds to district personnel and public phone calls for the purpose of answering questions related to technical services and their job functions.
- Responds to inquiries relating to computer hardware and/or software applications (primarily student information/attendance software) for the purpose of resolving problems and supporting site and district users.
- Responds to user requests for a variety of report options (e.g. assessment information, attendance, enrollment, training summaries, budgets, timelines, etc.) for the purpose of disseminating information to appropriate parties.
- Serves as a liaison between Nebo School District and the Utah State office of Education (USOE) and the student system software provider for the purpose of ensuring input into statewide reporting requirements and usability issues.

### **Other Functions**

- Performs other related duties, as assigned, for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation computers and software; and use of technology.

ABILITY is required to schedule activities, meetings, and/or events; routinely gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with data of varied types and/or purposes; and utilize a variety of types of job-related equipment. Some problem solving may be required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; and working with frequent interruptions. Have the Ability for regular and reliable attendance.

**Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; tracking budget expenditures. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 58% sitting, 7% walking, and 35% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is required.

Education Targeted, job related education with study in job-related area.

Equivalency .

Required Testing

Certificates

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Approval Date

Salary Range

Non Exempt