

SPARCC

Stark-Portage Area Computer Consortium

TITLE: Fiscal Software Support Specialist

JOB DESCRIPTION:

Under the direction of the SPARCC Director(s), the Software Support Specialist is responsible for performing tasks related to the effective and efficient support of fiscal software application services offered to educational entities associated with the SPARCC consortium.

MAJOR RESPONSIBILITIES:

- Assist school district staff with duties and tasks related to software applications particularly those used by district Treasurers and their staff members.
- Provide training for new and experienced staff in the effective use of current and new software applications.
- Test new software applications and notify districts of procedural or operating changes required for proper implementation.
- Troubleshoot problems related to software applications utilizing on-site, telephone, and e-mail support techniques.
- Develop, maintain, and distribute software manuals, release notes, implementation procedures and timelines for software applications and prescribed regulations and requirements.
- Prepare and submit reports and other documentation as required.
- Perform other duties as assigned by the Director.

QUALIFICATIONS:

- Possess Ohio Treasurer's license.
- Minimum of two-year degree in education or computer science related field, professional certification in related areas, or equivalent (four-year degree or equivalent preferred).
- Experience with office and administrative software applications.
- Working knowledge of appropriate technological equipment including Macintosh and Windows compatible computers and printers.
- In-depth knowledge of tools needed to troubleshoot problems related to office and administrative software packages.
- Significant experience as a trainer for both large and small group instruction.
- Experience providing consultant services for staff and program development related to software implementation and applications.

KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of operational procedures of schools.
- Ability to read and understand software documentation, to develop instructional materials as needed, and to conduct training programs in the use of software applications.
- Ability to work cooperatively and harmoniously with many individuals of varying backgrounds and to handle information professionally and confidentially.
- Ability to organize tasks into a logical and purposeful sequence.
- Ability to troubleshoot and problem-solve in a timely manner and perseverance to see problems through to solutions.
- Ability to engage in multiple tasks concurrently.
- Ability to stay abreast of new developments, cultivate resources available from the Department of Education, other OEEN sites, related educational and professional organizations, and associated commercial vendors.

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- Familiarity with computer systems and ability to use associated equipment.
- Superior verbal and written communication skills

ADDITIONAL WORKING CONDITIONS:

- Requirement to travel, both daily and overnight
- Occasional evening and weekend work

SUPERVISES:

- None

SALARY:

- Contingent upon experience and training
- Subject to SPARCC salary schedule(s)

EMPLOYMENT TERM:

- 240 contract days per year