



**POSITION DESCRIPTION**

<b>JOB TITLE:</b> Technology Support Analyst <b>Job Class:</b> 2640		
<b>DATE:</b>	<b>DEPARTMENT OR SCHOOL</b> Special Services	<b>DIVISION</b>
<b>BARGAINING UNIT:</b> 1616		<b>FLSA STATUS:</b> <input type="checkbox"/> Exempt <input type="checkbox"/> Non exempt
<b>Pay Schedule:</b>	<b>Pay Range:</b>	<b>Management Approval:</b>
<p><b>POSITION SUMMARY and PURPOSE:</b> To support the efficient operation of the Special Services Information Management Systems (SSIMS) office, providing administrative support to the SSIMS Project Team, and to act as the first line of support in responding to questions from the user community.</p>		

**Major Duties & Responsibilities:** Indicate the approximate percentage of time devoted to each major task or group of related tasks. Summarize position in no more than 15 tasks, each of which requires at least 5% of incumbent's time.

**NOTE:** An essential function must meet the following criteria:

- 1) The reason the position exists is to perform that function,
- 2) No other employee is available to perform that function,
- 3) The function is highly specialized, and
- 4) Removing the function would fundamentally alter the job.

1. As first line of support, ensures customer satisfaction by responding to calls to the Special Services office. Logs each call as received. If the call cannot be resolved by the first line of support, the call is referred to the appropriate person or area.
2. Researches, resolves and responds to questions received via telephone calls, voice mail, web forms and callbacks in a timely manner and in accordance with current standards. Ensures timely escalation of customer problems by documenting the impact to the customer and by assigning an appropriate priority and resolution target. As necessary and possible, makes modifications to ensure the problem will not re-occur.
3. Assists in the development of training curriculum and/or training for schools and/or Central Service departments. The instruction may be delivered in individual, group or on-site training.
4. Recognizes trends and similarities to identify and resolve problems and keep customers informed of any global problems or scheduled down times.
5. Enhances and develops quality support methods and communication skills through coaching, feedback and other developmental approaches.
6. Keeps up-to-date on all technology supported in order to provide technically accurate solutions to customers. Attends training sessions and assists in training workshops. Participates in team projects that enhance the quality of the Special Services office.
7. Coordinates the logistics and site preparation for meetings and training sessions.

8. Supports daily operations of the SSIMS Project Team to include organizing facilities, supplies and hardware.
9. Supports the development and continued revisions of all user manuals and technical support guides.
10. Provides administrative support as necessary, i.e. maintaining files, data entry, data analysis and correction.
11. Actively supports the MPS Strategic Plan.
12. Completes special projects, ad hoc projects and other duties as assigned.

**SUPERVISION RECEIVED:**

The SSIMS Technology Support Analyst will be supervised by the SSIMS Supervisor who will review with them the procedures for documenting calls, research techniques and teaching methods. They will learn the SSIMS/Encore application. A good understanding of the Special Services business process and procedures will be required and other related software that is used in the district. They will learn hardware and software maintenance pertaining to Special Services. They will be evaluated on their customer service skills, their ability to analyze problems, and their ability to think and act effectively, ability to learn and use district data management tools as it pertain to special education, and the ability to use their computer skills with regard to logging and maintaining calls in the call tracking software.

**SUPERVISION EXERCISED:** N/A

**JOB REQUIREMENTS:**

Graduation from high school, supplemented by specialized training or extensive experience in computers, software applications or network operating systems is required. A bachelor's degree from an accredited college or university is preferred. Prior customer service experience (2 years) is desired. Other combinations of applicable education, training and experience which provide the knowledge, skills and abilities necessary to perform effectively in the position may be considered.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Candidate must possess proven office management skills, a professional presentation, oral and written communication skills and organizational skills. Candidate must be detailed oriented and possess effective problem solving and critical thinking skills. Knowledge of the special education process is necessary. An aptitude to develop a mastery of several of the district's specialized applications including, but not limited to, SSIMS, HEAT, eSIS and SAP is necessary. Considerable knowledge of PC's and proficiency with various software and email applications is required. The ability to effectively use the latest Microsoft Office software suite is required. Ability to troubleshoot software and hardware problems is required. Strong editing and document layout skills are desired. Must possess good telephone and customer service skills. Candidates should have the ability to perform well in a fast-paced environment and prioritize multiple requests from multiple parties. Candidate should keep abreast of new technology and must be willing to upgrade skills through training as technology changes. Occasional city-wide travel may be necessary for training purposes.

**THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.**