IMMEDIATE OPENING – STUDENT SERVICES SUPPORT COORDINATOR

LACA is seeking a new member for our student services support team to provide support to member K-12 school districts for Software Answer's Progressbook Suite and Powerschool software. LACA is one of the 18 Ohio ITCs (Information Technology Centers) and we provide services to school districts in Licking/Muskingum/Knox/Fairfield/Perry counties (east-central Ohio). Job location is Newark, Ohio.   Salary range 40-70k depending on experience. Application Deadline February 1, 2021.

Please feel free to share this message with potential candidates.

Please send resumes to resume@laca.org.

 This document is available at https://www.laca.org/employment.aspx

General Duties: Lead in the development, integration, delivery, security, training, consultation and efficient help-line support required for effective utilization of student services software programs and related packages.

Specific Duties:

1.   Provide primary support for all student services software applications and supporting applications to user sites.

2.   Develop, manage and test custom student services reports which include custom grade cards/transcript and other third party reporting services for all student software packages.

3.   Act as liaison for users, LACA, and software vendors to report issues and enhancement requests.

4.   Design and deliver end-user and administrator training and workshops for the student services software applications.

5.   Test software upgrades, patches and enhancements; record and report issues to staff and vendor.

6.   Attain expertise in software products, utilities and programming techniques to enhance and supplement student software programs, data needs and reports.

7.   Provide leadership and support of expanding the student services software applications and data collection and reporting methods for current and future needs.

8.   Maintain general knowledge of communication network and PC/MAC user interface to provide user support.

9.   Prepare documentation for users and LACA staff.

10.   Complete all necessary paperwork and forms in a timely manner.

11.   Perform routine error logging and reporting in the state helpdesk.

12.   Evaluate existing procedures/policies and recommend improvements.

13.   Maintain maximum knowledge of operating all local and remote printers, scanners, terminals, and additional peripherals as defined by the Director of Operations.

14.   Provide leadership to the Student User groups and provide assistance as needed to the Student Services Committee.

15.   Maintain a good working relationship with all central site staff to ensure a coordinated team approach to the institution of procedures and the resolution of problems.

16.   Perform all other duties as defined and directed by the Director of Operations.

Personal

1. Maintain professional and responsible attitude and respect.
2. Is dependable in attendance.
3. Has a good working relationship with users, staff and vendors.
4. Accepts authority and direction.
5. Supports and reflects organization policy and image.
6. Retains good working attitude when overtime is required.
7. Excellent management and organizational skills

Qualifying Experience

1. Minimum 2-year computer degree and/or 2 years' experience in a computer related field.
2. Good written and verbal communication skills, and must interact well with Executive Director, users, and vendors inspiring confidence from all.
3. Working knowledge of computer languages and/or operating systems and ability to use software tools to perform needed tasks.