



EMIS Support Coordinator

<i>Approved:</i>	Draft
<i>Reports to:</i>	Director of Operations
<i>Supervises:</i>	N/A
<i>FLSA Status:</i>	Non- Exempt from Fair Labor Standard Act
<i>Location:</i>	Newark, OH - Position is eligible for LACA's Telecommuting policy

Job Related

General Duties: Under the direction of the LACA Director, assists LACA clients in using State and LACA network student software applications, acquires and manipulates personal computer software relevant to users, improves client knowledge about EMIS, and accesses all pertinent State and LACA student software.

Specific Duties:

1. Provides help-desk and telephone support for applications and procedures for LACA EMIS clients. Investigates user complaints and assists in resolution of user problems.
2. Develops and provides EMIS user training, procedures and documentation.
3. Maintains knowledge of current EMIS regulations and requirements as prescribed by the Office of the Auditor of State, the Ohio Department of Education, and Ohio Revised Code.
4. Educates users in the effective operation of computer-based technologies for EMIS, such as ProgressBook and PowerSchool and supports new applications and technologies.
5. Maintains the protection and security of data under the management of LACA.
6. Attends and coordinates meetings of User Groups and other pertinent meetings. Prepares information for group presentations and discussion.
7. Maintains communication and a working relationship with the student software developers/support group.
8. Secures membership in appropriate state organizations. Participates in regional and state student seminars, conferences, workshops and continuing education opportunities related to this position. Maintains compliance with continuing education requirements as prescribed by the Ohio Administrative Code.
9. Coordinates, develops and provides effective training of clients, as well as hold regular meetings to share EMIS updates.
10. Prepares documentation for users and LACA staff.
11. Performs routine error logging and reporting in the state helpdesk.
12. Maintains advanced knowledge of Microsoft Office Suite, especially Excel.



13. Performs all other duties as defined and directed by the Director of Technology.

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. EMIS or data analysis experience required. A in computer science, data analysis, public administration, or related field preferred.
2. Experience with a ticketing system and StudentInformation (ProgressBook and PowerSchool) and associated modules are preferred.
3. Good written and verbal communication skills, and must interact well with Executive Director, users, and vendors inspiring confidence from all.
4. Need to have experience with network installations and network management.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language skills: Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from staff members and clients, regulatory agencies, or members of the business community. Ability to write reports. Ability to effectively present information to top management, public groups, and/or boards of directors.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: While performing the duties of this job, the employee is required to sit, stand, walk, and use hands to finger, handle or feel objects, tools, or controls. The employee frequently is required to reach with hands and arms, talk, or hear. The employee is occasionally



required to climb or balance; stoop, kneel, crouch, or crawl, taste and smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. The employee may occasionally be expected to move and/or lift 100 pounds or move but may obtain assistance or use equipment and carts to facilitate these tasks. Specific vision abilities by this job include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Work Environment: While performing the duties of this job, the employee frequently works near moving, mechanical parts and is frequently exposed to fumes or airborne particles and risk of electrical shock. The noise level in the work environment is usually moderate to occasionally loud.

Equal Employment Opportunity Statement

LACA offers equal employment opportunity to all job applicants and gives all staff members equal consideration in all practices, terms and conditions of employment. LACA abides by all local, state and federal laws regarding equal employment opportunity and shall make all employment decisions without regard to race, color, religion, national origin, gender, ancestry, age, disability, genetic information, military status, veteran status, or any other characteristic protected by law.