

WARREN COUNTY PUBLIC SCHOOLS

210 North Commerce Avenue Front Royal, Virginia 22630

Phone (540) 635-2171

Software Support Specialist Position Description

LOCATION: Central Office

JOB CATEGORY: Professional Support

PAY GRADE: Grade 36

FSLA: Non - Exempt

IMMEDIATE SUPERVISOR: Director of Technology

GENERAL DEFINITION AND CONDITIONS OF WORK

Provides support and maintenance for PowerSchool and other administrative software packages; provides training and problem-solving support for all administrative software users. Collects and compiles state reports.

ESSENTIAL FUNCTIONS/TYPICAL TASKS

The minimum performance expectations include, but are not limited to, the following functions/tasks:

Assists school and central office administrators and staff with all aspects of the PowerSchool student information system including, but not limited to, enrollment of students, maintenance of student attendance, course history records, importing and maintenance of testing records, designing transcripts, report cards, other reports, and making backups of data;

- Collects and compiles necessary information from each of the schools to accurately complete State Reports;
- Defines and maintains a security system to prevent unauthorized access to student data;
- Trains administrators, guidance counselors, secretaries, teachers, and others in the use of PowerSchool and other technology by providing group and individualized assistance;
- Assists administrators and staff with all aspects of the District Integration component of PowerSchool including, but not limited to, the aggregation of district data records and production of reports;

- Assists the Testing Instructional Specialist in the storage of students' testing records within PowerSchool;
- Installs new or updates of software on file servers and workstations;
- Performs data extracts daily to upload to other software applications including, but not limited to, National Transcript Center, EIMS, ROS, Destiny, Follett, Café Enterprise, IEP Online, iStation, Renaissance Learning, and Achieve 3000;
- Creates and maintains parent access to the PowerSchool parent portal;
- Verifies enrollment and membership by school on a monthly basis;
- Furnishes AYP information as necessary to all schools;
- Updates and maintains school division email groups;
- Keeps informed on the latest technologies, practices, and programs in the computer field;
- Takes all necessary and reasonable precautions to protect students' information;
- Performs related duties as assigned by immediate supervisor(s) in accordance with the school/system policies and practices.

KNOWLEDGE, SKILLS AND ABILITIES

Requires a personable individual capable of managing their schedule independently to accomplish a variety of tasks. Experience with PowerSchool is required with knowledge of the requirements of Virginia State Reporting. Ability to create reports and spreadsheets is essential. Ability to establish and maintain effective working relationships with others.

EDUCATION AND EXPERIENCE

A high school diploma is required. Extensive background with computers, programs, etc.

SPECIAL REQUIREMENTS

Candidate must possess good moral character and is expected to be a role model, in and out of the school.

PHYSICAL DEMANDS/REQUIREMENTS

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to

perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

EVALUATION

The Director of Technology and the Assistant Superintendent of Administrators will evaluate performance on the ability and effectiveness in carrying out the above responsibilities.