

SCHOOL DISTRICT OF GADSDEN COUNTY

JOB DESCRIPTION

SYSTEM SUPPORT SPECIALIST I

QUALIFICATIONS:

- (1) High School Diploma with a minimum of three (3) years of successful experience in TERMS.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge needed to operate the computer and peripheral equipment. Ability to organize and execute logical work sequences. Ability to work cooperatively with a variety of people. Ability to make decisions based on relevant information. Possess good interpersonal and communication skills. Knowledge of student database system. Knowledge of internet system.

REPORTS TO:

Deputy Superintendent

<p>JOB GOAL</p> <p>To provide leadership in the development and implementation of a Help Desk system in order to increase and maintain effectiveness in the District Management Information Services (MIS) Department</p>
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SUPERVISES:

N/A

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 07

SYSTEM SUPPORT SPECIALIST I (Continued)**PERFORMANCE RESPONSIBILITIES:****Service Delivery**

- * (1) Remain up-to-date on Department of Education (DOE) reporting requirements for the student, staff and finance data.
- * (2) Provide help-desk support as needed to end-users.
- * (3) Provide training to individual personnel as required.
- * (4) Assist in the normal day-to-day operations of the data center.
- * (5) Prepare all required reports and maintain all appropriate records.

Employee Qualities / Responsibilities

- * (6) Maintain confidentiality regarding all matters related to assignment
- * (7) Participate in workshops and training sessions as required.
- * (8) Maintain work area in a safe and secure manner.
- * (9) Provide for positive communication among staff.
- * (10) Model and maintain high ethical standards.
- * (11) follow attendance and proper dress rules as required.

System Support

- * (12) Ensure that School board policies and governmental regulations are being consistently applied to assigned area.
- * (13) Serve as a liaison between schools and DOE on matters related to assigned area.
- * (14) Assist in the development of policies as required.
- (15) Perform other duties as assigned.

*Essential Performance Responsibilities