

**Job Description
MOORE PUBLIC SCHOOLS**

JOB TITLE: Software User Support and Documentation Specialist

QUALIFICATIONS:

Credentials: None

Education: Associates Degree in Computer Science or related field.

Four or more years experience in a direct Data Processing employment may be substituted for above degree.

Experience Required: Minimum of 4 years experience in Data Processing at or above the Programmer level, preferably with school applications. At least one (1) year COBOL programming experience preferred. Experience with REFLECTION terminal emulator desired.

SPECIAL SKILLS, KNOWLEDGE, ABILITIES:

Specialized Skills : Thorough knowledge of PC and MAC computer equipment and operating system including WINDOWS 95/98/2000. Proficiency in PC application software including MS WORD, WordPerfect, MS Excel, PowerPoint, etc. Familiarity with Data Communications hardware and software, especially computer equipment such as printers, scanners, etc.

Communication Skills (oral, written, or business): Must have excellent communication skills to exchange information, give/receive instructions and respond to inquiries. People skills are a distinct requirement for this position. Includes filling out forms.

Data Recording/Record Keeping: Performs data record/record keeping operations determining what changes need to be made to existing records, including computerized records.

Mathematical Skills: Performs routine computations requiring a knowledge of addition, subtraction, multiplication and division using whole numbers, fractions, decimals and/or percentages.

Reading and Interpreting: Reads and interprets complex written or printed materials such as ordinances, resolutions, policies and procedures, complex diagrams, plans, contracts, regulations, and computer documentation.

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Office Filing and Retrieving: Responsible for establishing and/or maintaining an existing filing system and software documentation and run sheets.

Must be familiar with various PC software programs, particularly Windows 95/98, and Macintosh.

Site: **Data Center**

Reports To: **Director, Data Processing**

PURPOSE OF POSITION: Responsible for the on-site assistance of user problems and resolution of same. An incumbent in this position will set daily priority assignments in dealing with user problems and go to these particular sites to assist users. The Software Specialist will help the user to complete certain tasks, answering questions that the user may have regarding software applications, and offering suggestions and information to the user to better complete his/her assignment. Responsible for accessing and analyzing user needs in regards to Data Processing technology. Suggests requirements for improving or replacing systems. Develops specifications for completeness and conformance to standards. With limited supervision, plans and coordinates the development and implementation of documentation to these systems. Prepares documentation for all new programs and updates. Works closely with the Director of Data Processing to ascertain the priority of assignments and user requirements. Provides technical information and management information reports as needed. Technical knowledge of hardware and software involving communication inside and outside of program development. This is a fast-paced position with rapidly changing requirements, and constitutes an ability to work with people on a daily basis maintaining a high level of professionalism and be flexible yet productive.

CONTACT WITH OTHERS: An incumbent in this position has regular contact with members of the Data Processing department, district, personnel, vendors, and others. Interpersonal interaction or communication is critical.

PERFORMANCE EXPECTATIONS: Demonstrates knowledge and understanding of PC and MAC hardware and software, and REFLECTION terminal emulator. Able to setup and maintain PC=s and install application software. Successful performance of the job requires good customer service/people skills to elicit information, resolve problems and provide information as requested. It requires following school dress standards, proper attendance or leave policies, and other Board Policies. Creativity, initiative, and effective problem solving are important to the success of the position. In addition, must maintain a positive attitude and be cooperative toward other staff members and the public within the educational system.

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ESSENTIAL JOB FUNCTION (PERFORMANCE RESPONSIBILITIES):

1. Maintains and supports all Data Processing users throughout the district to include analysis and development as well as trouble shooting in program problems.
2. Designs documentation manuals and run sheets for software applications. Keeps these manuals and run sheets up to date on a weekly basis, making changes as required.
3. Originates training schedules/curriculum for software applications coordinating with the Director to insure that users are adequately and timely trained.
4. Assists in the training of users and designs training handout booklets.
5. Provides Director of Data Processing with assistance in developing long-term DP goals.
6. Demonstrates knowledge and understanding of the following software packages: Reflection, MS Office Suite, and Word Perfect.
7. Evaluates and monitors DP equipment to optimize performance.

SUPERVISION EXERCISED: As assigned by Director, Data Processing

PHYSICAL/MENTAL REQUIREMENTS AND WORKING CONDITIONS: Other than those requirements listed above, the employee must have the ability to lift boxes containing computers and computer peripherals, including Data Processing forms.

TERMS OF EMPLOYMENT: 261 days

SALARY: Set by Board

EVALUATION: Performance of this job will be evaluated in accordance with Board Policy.

Adopted 10-16-2000