

# **Application Support Specialist and Trainer (K4-12)**

**Overall Position Profile:** To provide Christ-like customer focused administrative support to mission critical applications, hardware, and software used by students, faculty, staff and parents. Coordinate training and development for mission critical applications (See below the application list). In addition, a willingness to serve in an after school coaching or club activity.

## **DESCRIPTION**

Under the direction of the Director of Instructional Technology and Innovation, the Application Support Specialist and Trainer supports the responsive and efficient operations of the Department of Technology by providing end-user support and develops and facilitates training for technology applications and services for teachers, staff, students and parents.

## **ESSENTIAL POSITION RESPONSIBILITIES**

- Provides Tier I and Tier II customer support on assigned systems and functions. Documented experience with FACTS SIS, Canvas LMS, Promethean Boards and/or experience as an Apple Certified Learning Coach is preferred.
- Troubleshoots, diagnoses, and resolves problems related to operating systems, hardware, and software and escalates issues to appropriate staff and vendor.
- Interacts with team members as needed to trouble shoot and resolve problems.
- Closes all open service request tickets after incidents and problems are resolved.
- Notifies users of the resolution of incidents and/or problems.

- Monitors incoming requests for common trends and reports high-impact issues to appropriate staff.
- Participates in work sessions with fellow team members to achieve further operational and system efficiencies.
- Assists with software testing, including but not limited to: user, function, system, data and regression testing.
- Develops and maintains end-user documentation of systems.
- Assists in collecting and reporting technology support data, including support request data and customer service metrics.
- Prepares training materials to support online and classroom instruction.
- Arranges and conducts on-site training as needed.
- Maintains up-to date knowledge and training in data systems, applications, and processes used at OCS.
- Coaches one or more eSports teams during the Fall and Spring Seasons.

The above list is a summary of the functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

## **MINIMUM QUALIFICATIONS**

Applicants must meet all the qualifications listed below to be considered for the new position profile.

### **Education:**

- Associate degree or higher in Information Technology or a related field.

### **Experience:**

- At least two (2) years of technology-related customer service experience to include:

- o Diagnosing and resolving technical problems and escalating for assistance.
- o Supporting users of Macintosh OSX , iPad OS and basic computer hardware. (MDM experience a plus)
- o Supporting users of G-Suite, Microsoft Office applications, Internet, and Web-based applications.

## **PREFERRED QUALIFICATIONS**

- Bachelor's degree or higher in Information Technology or a related field.

or

- Bachelor's degree in Education with documented certifications in Ed Tech showing competency as an Application Expert.
- Experience supporting users of large enterprise data systems (student information, learning management, email, active directory, business systems, etc.).
- Experience developing or facilitating online or classroom training programs.
- Experience organizing and managing several tasks or projects with concurrent time-sensitive deadlines. • Knowledge of CIPA, FERPA, and HIPAA regulations.

Experience or documented support and training with any of the following application are desired:

**FACTS SIS (Formerly Renweb)**

**Canvas**

**JAMF Pro or JAMF School**

**SeeSaw**

**Nearpod**

**Sphero**

Apple Classroom  
iWorks  
Flip (Formerly Flipgrid)  
Actively Learn  
Quickbooks  
Lightspeed Relay  
Tribily Digital Signage  
Vimeo or MySolo Livestream Software  
Atlas Curriculum Mapping  
Brain Pop and Brain Pop Jr.  
Turn it In  
Blooket and Kahoot  
SchoolTube  
Padlet  
Canva  
Sign-Up Genius

Also any experience coaching or supporting eSports

## **SELECTION REQUIREMENTS**

Applicants who meet the minimum qualifications will be included in further evaluation. The evaluation may be a rating of your application support abilities based on your education, training, and experience as they related to the requirements and preferred qualifications of the position. Therefore, it is essential that you provide complete and accurate information on your application. Please report all related education, dates, and hours of work.

## **EMPLOYMENT INFORMATION**

This is a 12-month per year position at OCS. Under the Fair Labor Standards Act, this position is exempt from overtime.

This position ***is not eligible*** for a hybrid or remote work schedule.

Only applicants who submit all the requested information by the closing date of the opening will be considered for this position. Interviews will be limited to those applicants who, in addition to meeting the basic requirements, have experience and education which most closely match the position qualifications and the needs of the school system.

Please note that a completed application includes:

- A complete application form that includes a listing of employment locations with dates of employment and names of direct supervisors.
- All supplemental materials (i.e.: resume, letter of introduction, transcripts) are required to verify that you meet the minimum qualifications.