

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

BUSINESS SYSTEM SUPPORT

SALARY SCHEDULE: SSP-11

COST CENTER: INFORMATION TECHNOLOGY (9020)

QUALIFICATIONS:

- (1) High School Diploma or equivalent required. Associate's Degree or Technical Institute degree/certificate or higher in Computer Science, Engineering, Mathematics or related field preferred.
- (2) Minimum of two (2) years successful experience in installing and maintaining computer systems, business systems and enterprise application software[supporting computer software, hardware, and network infrastructure].
- (3) Demonstrated ability and experience in understanding, maintaining, and deploying complex system databases.
- (4) Demonstrated ability and experience in extracting and distribution of data with knowledge of SQL and the ability to write and interpret SQL query statements.
- (5) Demonstrated ability in troubleshooting and resolving malfunction within a business system.
- (6) Demonstrated ability and experience in the production of reports using report authoring software.
- (7) Demonstrated ability and experience in planning, organizing, implementing, and completing a complex project plan in the field of technology.
- (8) When function area of support is for Career & Technical Education programs, minimum of two (2) years successful experience in supporting and maintaining career and technical education software, applications, and equipment.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to install and maintain various software & hardware systems applicable to specific business systems. Ability to communicate the data needs of the vendor. Ability to retrieve and post data. Knowledge and skill in business system software development, maintenance, systems analysis, and project management. Knowledge and technical training in the use of enterprise applications. Possess demonstrable analytical and [mathematical] collaborative skills. Ability to organize and prioritize activities. Ability to communicate effectively both orally and in writing. Ability to troubleshoot problems in an efficient manner. Knowledge of system capabilities and limitations. Ability to be flexible and work independently, effectively and efficiently manage time. [work alone]. Possess interpersonal skills and abilities. Knowledge and understanding of ITIL principles and best practices.

REPORTS TO:

Manager, Project Management

JOB GOAL

To provide advanced software, network and hardware support for the departments of the District.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- * (1) Troubleshoot network, server and computer problems at sites as required.
- * (2) Install and configure computers for connection to [Outlook and Internet] district services and business applications as needed.
- * (3) Oversee various District-wide applications and projects as assigned.
- * (4) Develop scripts regarding the installation of various business systems software applications and procedures.
- * (5) Assist with Help Desk activities as needed.
- * (6) Ensure procedures are in place for system backups as needed.
- * (7) Assist with equipment recommendations and pricing as requested
- * (8) Prepare all required reports and maintain all appropriate records.
- * (9) Exhibit support for the district's vision, mission, goals and priorities.
- * (10) Demonstrate initiative in the performance of assigned responsibilities.
- * (11) Provide for a safe and secure workplace.
- * (12) Model and maintain high ethical standards.
- * (13) Follow attendance, punctuality and proper dress rules.
- * (14) Maintain confidentiality regarding school matters.
- * (15) Maintain positive relationships with staff and vendors.
- * (16) Participate in workshops and training sessions as required.
- * (17) Communicate effectively with staff and vendors.
- * (18) Keep supervisor informed of potential problems or unusual events
- * (19) Respond to inquiries and concerns in a timely manner.
- * (20) Follow all School Board policies, rules and regulations.
- * (21) Exhibit interpersonal skills to work as an effective team member.
- * (22) Perform other incidental tasks consistent with the goals and objectives of this position.
- * (23) Participate in ongoing, regular department meetings and collaborative cross-departmental discussions.
- * (24) Communicate and support implementation of state and district initiatives
- * (25) Demonstrate high expectations and model effective strategies for continuous school improvement in the business area of responsibility

PHYSICAL REQUIREMENTS:

MEDIUM WORK: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force 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. 12

*Essential Performance Responsibilities