Employment Opportunity
The Management Council of the Ohio Education Computer Network

Seeks: Fiscal Software Support Specialist (Professional Technical Support Specialist)

Date Posted: October 22, 2021

Application Deadline: November 15, 2021

The Management Council of the Ohio Education Computer Network seeks an innovative and enthusiastic individual to join our State Software Development Team (SSDT). The Fiscal Software Support staff of the SSDT works closely with our developers as well as provides support, training and technical writing for various State Fiscal Software Systems (i.e. Accounting (USAS), Payroll (USPS) and Inventory).

Desired Qualifications:
- Experience with State Software *preferred* with an emphasis on the Payroll (USPS) software
- Experience and/or training in technical writing with excellent communication skills
- Working knowledge of government fund accounting and/or payroll operations
- Two-year degree or equivalent experience

Primary functions include:
- Maintaining a working knowledge of the services offered by the applications and assisting users in making optimal usage of these services
- Developing technical and user documentation and support materials
- Assisting in quality control of software applications
- Developing custom reports and data extracts
- Preparing and presenting training programs, including online web conferences and screen-cast video training

The successful candidates will work remotely with some in person time required in Archbold, OH. Occasional travel throughout Ohio may be required. This full-time position includes an excellent benefits package along with a salary commensurate with education, experience and the successful candidate's potential for excellence. The anticipated salary range is $50,000 to $65,000 per year.

The position description is below and is available on https://www.managementcouncil.org/who-we-are/careers/ while this opportunity is open. Interested professionals should submit a cover letter and current resume by 4:00 pm on November 15, 2021 to: Greg Buddelmeyer (HR@managementcouncil.org).

The Management Council reserves the right to fill positions prior to the application deadline and to not fill or to repost the position if successful candidates are not selected. Every consideration will be given to underrepresented and nontraditional candidates. The Management Council does not discriminate on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or other non-merit based factors.

About the Management Council and the Ohio Education Computer Network
Ohio's Information Technology Centers (ITCs) work together through a statewide network known as the Ohio Education Computer Network (OECN). The Management Council represents and supports the collaborative efforts of the OECN, which implements a broad spectrum of academic and administrative technologies across Ohio's PreK-12 education system. While the ITCs and the Management Council are the key components of the OECN, other organizations collaborate in the OECN, including the Ohio Department of Education and OARnet. Ohio district and school customers are the primary beneficiaries of the system of services and support from organizations of the OECN.

Job Description
Professional Technical Support Specialist
Management Council of Ohio Education Computer Network

Reports to: Director and/or Project Manager

Overview: Provides Tier 1 & Tier 2 support and training for software in use by the Management Council and its customers. Trains ITC Support Staff, maintains user documentation, provides help desk support, communicates changes or additions to the software in a timely manner, and provides responsive assistance to customers to resolve issues.

Specific Duties:
1. Models and is able to perform all duties associated with the Technical Support Specialist position
2. Provides technical assistance and support for issues related to application systems and services supported by the organization.
3. Performs troubleshooting through diagnostic techniques and pertinent questions.
4. Determines the best solution based on the issue and details provided by customers.
5. Directs unresolved issues to the next level of support personnel.
6. Records events and problems and their resolution in the help desk system.
7. Communicates regularly with customers to provide status updates and resolution details.
8. Passes on any feedback or suggestions from customers to the appropriate internal team.
9. Provides software application training using a variety of delivery methods including web-based and on-site training.
10. Creates and maintains technical and operational documentation.
11. Keeps current with technology, workplace innovation and obtains relevant training that support job functions.
12. Maintains open communication and a cooperative relationship with related external agencies and organizations.
13. Handles complex escalations from Tier I support.
14. Demonstrates functional skill to take ownership, troubleshoot and resolve technical issues in a single customer interaction to maximize the customer experience in an organized and efficient manner.
15. Coordinates new customer implementation, providing effective training to maximize the use of software applications.
16. Establishes timelines and protocols for more challenging problem(s).
17. Performs such other relevant duties as may be assigned by the Director and/or Project Manager.

Core Principles
1. Performs as a reliable and effective member of the Management Council Team.
2. Conducts all work in a professional manner through excellent interpersonal skills, effective communication, courteous manners, a positive attitude, and cooperative demeanor.
3. Participates in on-going professional development as stipulated by the Management Council.

4. Remains free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment with the Management Council.
5. Demonstrates professional ethical behavior and serve as an appropriate representative of the Management Council.
6. Adheres to all the rules and regulations of the Management Council and the State of Ohio.
7. Handles sensitive information with integrity and confidentiality.

Typical Performance Measures:
1. Performs job duties in a consistently high manner.
2. Participates in team meetings, professional development, and other collaborative activities.
3. Demonstrates willingness to provide skills, expertise, and experience in support of team members and Management Council staff.
4. Volunteers to lead or serve on projects of Management Council or ITCs.
5. Displays a positive attitude and is considerate and professional in sharing ideas and discussing ideas proposed by others.
6. Meets or exceeds any standard benchmarks available for evaluation of performance.

Qualifications:
1. Two to four years of post-secondary education or four or more years equivalent experiences working with and supporting technology and solutions in education or similar industry.
2. Proficient experience with major business application such as word processing, spreadsheets, presentation tools, and email.
3. Demonstrates ability to manage multiple tasks and priorities.
4. Highly self-motivated and self-directed, with attention to detail.
5. Possesses strong analytical and organizational skills.
6. Proven working experience in providing support through a help desk system.
7. Ability to occasionally drive and travel throughout Ohio as needed.

Position Status:
1. This has been determined to be a non-exempt position under the Fair Labor Standards Act.
2. This is a 12-month position and is evaluated annually.