Employment Opportunity

The Management Council of the Ohio Education Computer Network

Seeks: Fiscal Software Support Specialist

Effective: October 30, 2026

Application Deadline: Posting remains open until filled

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 Support Specialist works closely with SSDT software developers and ITC (Information Technology Center) support staff to support the effective use of Ohio's State Software applications. This position provides Tier 2 helpdesk support to ITC support personnel, develops and delivers training and presentations for ITCs and public audiences, and creates and maintains documentation and support resources for state software applications. Supported applications include Accounting (USAS), Payroll (USPS), Inventory, Employee Self Service (ESS), Individual Professional Development Plan (IPDP), ITC-Management and SubHub Ohio.

The ideal candidate has practical experience with state software applications, strong problem-solving and communication skills, and the ability to translate technical information into clear, useful guidance. This individual is comfortable troubleshooting complex application issues, developing effective training materials, and presenting information to diverse audiences in both virtual and in-person settings.

Job Requirements:

- **Provide Tier 2 Helpdesk Support:** Research, troubleshoot, and resolve escalated questions and issues submitted by ITC support staff related to supported state software applications. Collaborate with software developers and other team members to investigate complex issues, identify solutions, and communicate resolutions to ITC personnel.
- **Deliver Training and Presentations:** Plan, prepare, and facilitate training sessions, demonstrations, webinars, and presentations for ITC support staff and public audiences in both virtual and in-person settings.
- **Develop Software Documentation:** Create, maintain, and update user guides, reference materials, FAQs, training materials, and other resources that support understanding and effective use of state software applications.
- **Support Effective Software Use:** Maintain an in-depth working knowledge of application features, functionality, and services to provide accurate technical guidance and help ITC support staff assist their districts effectively.
- **Collaborate with Development Staff:** Work closely with developers and other SSDT team members to communicate issues reported by ITCs, investigate application behavior, clarify functionality, and support software improvements.
- **Maintain Knowledge and Support Resources:** Stay current with application changes, updates, and enhancements to ensure support responses, training sessions, presentations, and documentation remain accurate and relevant.

Desired Qualifications:

- A two-year degree or equivalent combination of education and relevant experience.
- Demonstrated working knowledge and experience using, supporting or working with state software applications**.**
- Working knowledge of government fund accounting and/or payroll operations.
- Strong problem-solving and customer service skills, with the ability to research issues and communicate application information clearly to ITC support staff.
- Excellent written, verbal, and presentation skills, including the ability to deliver effective virtual and in-person training sessions and presentations.

The successful candidate will work remotely. 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 $58,000 to $77,000 per year.

Interested candidates should submit a cover letter and current resume to Greg Buddelmeyer at: HR@managementcouncil.org.

The Management Council reserves the right to not fill or to repost the position if a successful candidate is not found. Every consideration will be given to underrepresented and nontraditional candidates. The Management Council does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, military status, ancestry, genetic information or any other legally protected category in its employment decisions.

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.