J. Sterling Morton High School District 201
Job Description: Software Support Specialist

Title: Software Support Specialist

Location: Morton District Office

Reports to: Data and Assessment Coordinator under the supervision of the Associate Superintendent for Educational Programs

Job Summary: The primary role of this position is to ensure data quality and facilitate data transfer between the district and third-party vendors with customer support for district personnel as a foundation. This position requires meeting explicit deadlines.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/ or abilities required:

- Ability to collaborate and communicate well with all levels of employees.
- Trained in Skyward or similar student management system software related to setup and maintenance of user accounts, year-end processing, report writing, etc.
- Proficiency with and able to train and troubleshoot problems with Microsoft Office Suite and other third party software.
- Ability to work some evenings and school events.
- Excellent written and oral communication skills.
- Must be a self-starter with the ability to prioritize tasks and must maintain confidentiality in all aspects of data access and use.

Position Expectations and Performance Responsibilities:

Manage and support current SIS (Skyward)
- Maintain integrity and consistency of data within student database.
- Inform staff of new updates in regulations and software use for data collection.
- Critically solve problems to decrease workload for end users.
- Test possible alternatives as directed by the Associate Superintendent.
- Provide training and support to end users.
- Other tasks deemed necessary by the Data and Assessment Coordinator and Associate Superintendent.

Maintain data flow to and from SIS (Skyward) to third party vendors
- Maintain data flow with the possible third party vendors: Achieve 3000, Mastery Manager, Pearson, HMH, Odysseyware, Destiny, Follett, FitnessGram, Polar, Career Cruising,5Essentials, Nactional College Board, and others as requested
- Set up teacher and/ or student accounts as needed.
- Provide training and support to end users for third party vendors.

Submit state mandated data as it relates to student information for ISBE

- Prepare and submit the following reports:
  - Fall Housing Report
  - End of Year (EOY) Report
  - E-Report Card
  - Estimated Best 3 Month's ADA
  - General State Aid Claim
- Prepare and submit the following batch file submissions:
  - Demographics
  - ELL Data; ELL Screener
  - Homeless Data
  - RSSP Data
  - SCA, TCA, and CCA Data
  - Discipline Data
  - Exit Enrollment Data
- Implement all state testing systems
  - Facilitate and support online testing
  - Submit Pre-ID files for ACCESS, DLM, PSAT/NMSQT/SAT
- Assist and train staff on data error resolution to ensure accurate information is submitted to ISBE
- Other State and Federal reporting as required

Additional Duties and Responsibilities:
The person in this position will be responsible for any additional duties and/ or responsibilities as assigned or required by the Associate Superintendent for Educational Programs or the Data and Assessment Coordinator.

Physical Activity:
Work will require very infrequent lifting, pulling or pushing during the normal performance of tasks and responsibilities. Work may require frequent walking and standing. Work may also require extended periods of sitting and extended periods of viewing a computer screen.

Work Environment:
Work is performed in an environment where unusual temperature, noise, and hazards are relatively nonexistent.

Terms of Employment:
This is a full time, 12 month Non-Bargaining position.

Evaluation:
Performance of this job will be evaluated on a yearly basis.

Salary:
Salary will be determined by the Board of Education.