



EAST BATON ROUGE PARISH SCHOOL SYSTEM

Job Title: Technical Support Specialist- (CNP)

Reports To: Immediate Supervisor

Prepared By: The Division of Human Resources

Board Approved Date:

Pay Grade Range: NU327 to NU127

Summary: Primarily responsible for providing technical support to school cafeteria managers on the use of software used in East Baton Rouge school cafeterias. Assist in training child nutrition staff in the use of software. Other areas of work include: direct certification and mainframe downloads, inventory of ink cartridges, electronic milk orders, maintain/update and supply documentation of computer/printer inventory for property control purposes.

Essential Duties and Responsibilities:

- Provides technical support to school cafeteria staff on software used by East Baton Rouge schools for point of service, inventory, temperature monitoring, and any other software used in school cafeterias.
- Troubleshoots network, hardware and software problems to assist managers calling in for help desk assistance.
- Assists managers in reconciling inventory and point of sale issues in preparing for closing out at the end of each month.
- Assists with training of Child Nutrition staff in the use of software used in the East Baton Rouge school cafeterias.
- Assists in testing software upgrades. Offer input on changes that may be needed to programs.
- Creates and provides training documentation for daily software use and assists in training child nutrition staff.
- Reviews and assists in correcting menu production reports. Provide instructions on correct procedure and documentation daily and monthly.
- Provides assistance to CNP Purchasing Department staff in setting up new food items, recipes, nutritional analysis and menus in the inventory software program.
- Assists in providing monthly claims for reimbursement to the Louisiana State Department of Education.
- Reviews and corrects daily point of sale reports regarding claims of multi-reimbursable meals.

- Assists in retrieving, reviewing, correcting and submitting each month's Claim for Reimbursement
- Assists with hardware clean-up, uploads, upgrades and computer maintenance during the summer.
- Assists in ordering of computers and computer supplies.
- Provides on-site repairs to computer equipment and replaces equipment as needed.
- Maintains documentation of inventory of computer equipment, including transfers and fixed asset disposal forms of auctioned computer equipment.
- Assists with Direct Certification matches.
- Creates and implements a plan of action for special projects as needed.
- Assists parents with MySchoolBucks.com payments and completing vendor information forms requesting refund of lunch account balance.
- Assists in Reconciliation of Bank Deposit Discrepancies.
- Enters adjustments in the point of sale program and upload corrections to finance.
- Coordinates catering projects.
- Schedules, coordinate, purchase and prepare food for catering events.
- Prepares invoicing and billing for payment.
- Maintains a required system of accountability.
- Develops and maintains webpage and links for Nutrislice online menu.
- Provides data for Charter School billing.
- Retrieves data and reports for meals provided to charter schools.
- Prepares billing for payment and reimbursement of meals monthly.
- Assists with grants for the Child Nutrition Program.
- Works with grant coordinators to create and implement grants according to guidelines.
- Provides data from inventory software reports, updating monthly if needed for ongoing grants and meeting deadlines as required.
- Implements a professional growth plan and obtains Professional Standards credits.
- Attends job-related training and participates actively in professional association activities.
- Follows office and departmental regulations
- Performs responsibilities and uses correct lines of communication within the office and school district.
- Maintains strict confidentiality for all personnel matters.

Other Duties:

Other duties as assigned that are related to the functions of the position.



Essential Functions/Qualifications/Requirements:

Education and Experience:

Graduation from an accredited college or university with an Associate or Bachelor's Degree in a food related field, such as: Dietetics, Food System Management, or other related field. Five (5) consecutive years of work experience may be substituted for a college degree.

Work Environment Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Professional Conduct:

The Employees are required to maintain a high standard of professional conduct. Breach of said professional conduct includes, but is not limited to, neglect of duty, dishonesty, engagement in acts that are contrary to East Baton Rouge Parish School System policy, unlawful activities, or any other conduct which is seriously prejudicial to the school system.

Technological Abilities:

To perform this job successfully, an individual must be proficient in general use of a computer, the use of Email as a form of communication, and other job-specific equipment, software, and/or applications.

Note: New employees coming to EBRPSS/current employees new to a position, must use the Verifient website to verify qualifying years of experience (outside of EBRPSS) aligned to the job description. All new employees to the district/current employees new to a position will receive 0 years of experience aligned to the job description until the verification of previous experience aligned to the job description is received.

[Verifient Link](#)

Experience verifications must be received in the Office of Human Resources within the first 6 months of employment in order to be eligible for a retroactive payment.

