

WAYNE COUNTY REGIONAL EDUCATIONAL SERVICE AGENCY

POSITION DESCRIPTION

POSITION TITLE: Application Support Technician
PAY SCHEDULE: WCSSF Salary Schedule – Schedule D
SUPERSEDES: N/A
EFFECTIVE: 8-1-2017

BROAD FUNCTION:

Provide operational support, data quality services, training, and assistance to users of the information systems supported by the Information Technology Consortium.

DUTIES & RESPONSIBILITIES:

- Provide training, coordinating, monitoring, problem solving and operational support to users of information systems provide by the Information Technology Consortium both at school district sites and from Wayne RESA offices
- Managing supported applications; managing system upgrades; developing reports; managing data requests; providing federal, state, and ISD compliance and statistical reports; and assisting in error resolution responsibilities and managing resolution process for local districts
- Assist the customer with their responsibility to document the accuracy of membership counted for state aid including gathering and disseminating requested materials to the pupil membership auditor
- Coordinate and monitor required district, building, program and individual documentation required to verify mandated compliance reporting
- Act as a liaison between end-users and Information Technology department
- Conduct operational training sessions for end users
- Assess, recommend, implement and document software and system changes to facilitate improvements in accuracy and efficiency in information management processes
- Work as first level help desk support for the RESA information systems
- Perform acceptance testing of software enhancements and new software releases
- Assist districts in creation of specialized reports using reporting tools as needed
- Prepare and maintain user documentation and procedures
- Assist clients to ensure timely preparation and filing of required governmental reports
- Maintain knowledge of legal mandates including reporting requirements related to assigned focus areas
- Perform other duties as assigned

RELATIONSHIPS & CONTACTS:

INTERNAL

- Frequent contact with all levels of RESA staff
- Moderate involvement with internal committees and other staff on joint projects and team efforts

EXTERNAL

- Contact with local school districts and various levels of government
- Frequent district contact with building level staff, counselors, principals and assistants; occasionally superintendents
- Moderate contact with Federal, State and County agencies (CEPI, MDE)
- Moderate contact with vendors and other principals and counselors nationwide

SUPERVISION RECEIVED:

Director of Operations and IT Infrastructure or designee

SUPERVISION EXERCISED:

None

QUALIFICATIONS:

Education

- Associate's Degree or three years related experience required

Experience

- Minimum of two years (2) related experience required working in information system support
- Demonstrated experience in customer service with an emphasis on problem solving
- Demonstrated experience in developing and providing individual and group training
- Demonstrated ability to meet stringent timelines required

Special Skills and Training

- Ability to travel to and work at Michigan districts as needed
- Demonstrated consultation, training, group facilitation and process skills required
- Demonstrated verbal and written communication skills required
- Demonstrated skill working with diverse populations required

USE OF THIS POSITION DESCRIPTION:

This position description is not intended and should not be construed to be an exhaustive list of all the duties, responsibilities, skills, efforts or special conditions associated with this position.

Revised 6.19.20 peo