



Corporate Address
100 Executive Drive
Marion, Ohio 43302
P: 740 389 4798
F: 740 389 4517

Job Title:	ProgressBook Specialist		
Department/Group:	Student Services		
Location:	Remote / Piketon Office	Travel Required:	Minimal
Direct Supervisor:	ProgressBook Manager	Position Type:	Exempt / Full Time
Job Description			
ROLE & RESPONSIBILITIES The ProgressBook Specialist is responsible for supporting primarily the ProgressBook Suite Student Information Systems applications in use by the META Solutions consortium. The ProgressBook Specialist is responsible for providing accurate data reporting, software support, operations support, and data communication needs for META and its consortium and contract districts. The position entails strong knowledge of the business of education, customer service, and technical support skills in order to best provide support to our consortium and customers. PRIMARY RESPONSIBILITIES INCLUDE: • Provide technical support and act as a liaison between META and consortium and contract districts • Assist in day-to-day resolution of user inquiries via the Web Helpdesk Ticketing System • Research and master the use of software used and developed by META Student Information Systems • Operate, manage, and report information through all software in use by our consortium and contract districts • Coordinate, plan, and develop training meetings with the META Student Information Systems staff and consortium and contract districts • Identify software enhancements that will improve user experience • Identify potential training improvements based on help desk inquiries • Assist in the training of users and META support as assigned • Attend software meetings as assigned • Provide clear and concise documentation when providing support to district personnel • Present software training via online electronic means • Perform any and all other duties as assigned QUALIFICATIONS & EDUCATION REQUIREMENTS: • Previous experience with the ProgressBook Suite is required, preferably extensive knowledge in GradeBook • Previous experience creating and distributing documentation preferred • ITC experience supporting ProgressBook preferred • Training in customer service; ability to effectively handle software user inquiries			



Corporate Address
100 Executive Drive
Marion, Ohio 43302
P: 740 389 4798
F: 740 389 4517

- Ability to communicate clearly in both oral and written communications
- Ability to work in a team setting
- Knowledge of educational software and support; ability to work with school staff and educational entities
- Knowledge of electronic communication methods for delivering content and answering help desk inquiries
- Ability to multitask and execute duties according to deadlines and with accuracy
- Maintain a valid driver's license (position may require limited travel)
- Ability to work independently without supervision
- Ability to troubleshoot software issues