

HARLEM CONSOLIDATED SCHOOL DISTRICT #122

Job Description

Information Systems Support Specialist

Supervisor: Director of Technology

FLSA Status: Non-Exempt

Employee Group: Secretarial

Qualifications:

1. High School diploma or equivalent
2. Intermediate level knowledge of a variety of computer programs. Basic knowledge of bookkeeping methods and procedures
3. Knowledge of common office software and equipment use

Terms of Employment:

- Twelve (12) month contract
- Eight (8) hours per day

Responsibilities:

1. Actively support the mission of the school and district.
2. Utilize conscious engagement regarding equity, diversity and inclusion.
3. Represent the Harlem Consolidated School District in a professional manner.

Duties:

1. Provide first line telephone technology support in the areas of hardware application, operating systems and workstation connectivity. Problem solve user's needs, research solutions, redirect to appropriate technical personnel and communicate actions taken to user.
2. Install and manage users in various district technology programs: email, Skyward, Think Link, etc. including confidential passwords.
3. Provide limited administration of Administrative Software including routine backups of data files.
4. Access student information for internal and external use.
5. Access Administrative Software to provide reports and downloads for internal and external users.
6. Keep current with best practices and requirements as they relate to your job assignment.
7. Perform such other job related duties and assume such other professional responsibilities as your supervisor may from time to time assign or delegate.

The mission of the Harlem Consolidated School District, as a vital part of the community, is to help diverse learners realize their unlimited potential by providing an educational program dedicated to academic excellence and the development of strong character in a safe and respectful learning environment.