

Computer Support Specialist

Primary assignment is to serve as a PowerSchool Consultant to schools. Experience with PowerSchool is preferred, willing to train a person with database knowledge, and problem resolution skills.

Job Duties include:

Extensive knowledge of PowerSchool, PowerScheduler, PowerTeacher, PowerTeacher Gradebook and PowerTeacher Pro including the following:

- Ability to export/import using Data Import/Export Manager
- Ability to create reports within PowerSchool (form, labels, object, report card)
- Understanding of state reporting requirements
- Understanding of html is helpful in building customized reports
- Understanding of SQL is helpful with the Enterprise Reporting

Database software support

Read technical manuals, confer with user, investigate and resolve problems and provide technical assistance and support

Enter commands and observe system functioning to verify correct operations and detect errors

Additional Skills

Maintain confidentiality

Expert knowledge of MS Excel

Excellent organizational, analytical and problem-solving skills; detail oriented

Excellent customer service and communication skills

- Develop and maintain cooperative working relationships with school staff
- Present at workshops for large and small groups
- Create step-by-step directions to communicate in writing or in person
- Communicate with people of varying backgrounds and levels of technical knowledge
- Explain what technical information means and how it can be used

Knowledge of school environments

General knowledge of computer hardware and software

Requirements

Associates Degree in computer science or equivalent

Computer Support and Service or related experience

Experience with PowerSchool (3-5 years preferred)