

Metropolitan Regional Service Council

Job Description

Northeast Ohio Network for Educational Technology

TITLE: Fiscal Software Support Specialist

Under the direction of the NEOnet Executive Director, the Fiscal Software Support Specialist is responsible for the delivery of fiscal software support services to educational entities associated with the NEOnet consortium.

MAJOR RESPONSIBILITIES:

1. Develop and maintain an understanding of the financial software package and related software applications.
1. Act as primary contact between school district personnel and NEOnet regarding related questions and issues.
2. Coordinate, plan and deliver training for users of the current financial software package and related software applications.
3. Provide rapid detection and solution to software inquiries and effective means of 'trouble-shooting' user questions, concerns and needs.
4. Keep users notified of changes and/or updates to the financial software package and related software applications.
5. Plan, write and distribute documentation as necessary to provide effective training and support for users.
6. Assist in developing various software procedures as needed by NEOnet and school district personnel.
7. Perform other duties as assigned by the NEOnet Director.

REQUIRED QUALIFICATIONS:

1. Ability to read and understand software documentation, to develop instructional materials as needed, to conduct training programs in the use of software applications.
2. Ability to work cooperatively and harmoniously with many individuals of varying backgrounds and to handle information professionally and confidentially.
3. Ability to organize tasks into a logical and purposeful sequence. Provide problem-solving initiative, cultivate resources available from other OECN sites, the Ohio Department of Education, and associated commercial vendors.
4. Familiarity with various computer systems and ability to use associated computer equipment.
5. Ability to communicate with other employees and train others in the use of computer equipment.

DESIRED QUALIFICATIONS:

1. Minimum of two-year college degree or equivalent business experience.
2. Working knowledge of spreadsheet and word processing software and computer operating systems.
3. Ability to use software tools to perform needed tasks.
4. Experience with the financial software package and related components.

REPORTS TO: Operations Manager

SUPERVISES: None

"The employee shall remain free of any alcohol or no prescribed controlled substance abuse in the workplace throughout his/her employment in the Council."

SALARY RANGE:

35K to 45K depending on experience