

Trinity Basin Preparatory

Job Title:	Software Specialist	Reports To:	Technology Manager
Location:	Central Administration	Hours:	As Needed
Job Classification:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	Position Type:	<input type="checkbox"/> Part Time <input checked="" type="checkbox"/> Full Time
Job Function			
<p>The Software Specialist is responsible for providing proper management, training, and support related to specific student and business management applications as assigned. The Software Specialist will also be responsible for assisting with the implementation of the software and maintaining a working relationship with the vendor implementation team. The Specialist will serve as the application resource for the District as a whole. This will involve providing technical assistance involving the functionality of the application itself and providing all levels of training for the District as required.</p>			
Duties			
<p>Communication</p> <ul style="list-style-type: none"> • Communicates software related information to superiors and colleagues in an effective manner • Provides updates to colleagues and management as needed to ensure proper Skyward management • Collaborates with the IT Manager to improve software functionality and performance • Communicates/translates difficult technical information tactfully • Ensures all departments are kept informed of relevant changes • Serves as the main point of contact for all Skyward inquiries <p>Job Duties</p> <ul style="list-style-type: none"> • Serves as the District Skyward support resource and handles all support requests for Skyward • Serves as the District support representative to Skyward • Instructs, guides, and trains staff in the operation, setup, and maintenance of Skyward • Conducts data mining as requested to retrieve requested information • Creates and maintains various files and records • Creates and maintains standard and requested reports within the Skyward • Creates and maintains report card templates • Creates and maintains courses • Creates and maintains schedules • Performs periodic data checks to ensure accuracy • Collaborates with Technology to ensure a high level of customer service • Collaborates with the PEIMS department to ensure District compliance • Assists with Skyward licensing • Enforces District policies and procedures • Other duties as assigned <p>Technical</p>			

Trinity Basin Preparatory

The Software Specialist will work under the guidance of the Information Technology Manager to provide assistance with the following technical duties.

- Skyward Application Access – Provide and maintain optimal connectivity for all users to the hosted application
- Help Desk Support – Provide Help Desk support for all Skyward related requests
- Skyward Data Backup and Disaster Recovery – Ensure that District data is properly maintained, backed up, and adheres to the designated disaster recovery plans

Skills/Qualifications

- Thorough and current knowledge of Skyward and all internal application modules
- Good customer service skills
- Proven project management skills
- Excellent oral and written communication skills
- Effective and engaging training skills
- Skilled in the use of business computers and related software
- Highly skilled in Microsoft Excel
- Microsoft Office
- Microsoft Outlook
- Knowledge of PEIMS and Texas State Reporting
- Ability to perform job duties with limited supervision

Requirements

High School Diploma or equivalent. Three (3) to five (5) years of technical experience. Help Desk or customer support experience a plus.

JOB DESCRIPTION ACKNOWLEDGEMENT FORM

This job description is intended to describe the nature and level of work performed by people assigned to this position. It is not to be construed as an exhaustive list of all responsibilities and duties of the job incumbents.

Upon review of the job description and requirements:

_____ I am able to perform the essential functions of the job

_____ I am not able to perform the essential functions of the job without accommodations. (Please list the accommodations needed to perform the job functions).

Trinity Basin Preparatory

_____ I am not able to perform the essential functions of the job even with accommodations.

I have received a complete copy of the job description and understand the requirements of the job.

Employee Name (*Please PRINT*): _____ Supervisor's Name (*Please PRINT*): _____

Employee Signature: _____ Supervisor's Signature: _____

Date received: _____ Date reviewed: _____

Please go to Teacher Job Network and apply on-line or submit your resume to khenderson@dallascharter.org.