



Employment Opportunity

The Management Council of the Ohio Education Computer Network

Seeks: INFOhio Application Support Specialist

Effective: April 5, 2022

Application Deadline: April 22, 2022 at 4:00 pm

The Management Council of the Ohio Education Computer Network seeks an innovative and enthusiastic individual with a strong commitment to teamwork and customer service to join our statewide INFOhio Technical Support Team. INFOhio, Ohio's PreK-12 Digital Library, delivers instructional and library services to over 4,600 PreK-12 schools and support agencies in Ohio. The successful candidate will work with Ohio's Information Technology Centers (ITCs), schools, and other stakeholders to provide training and support to ITC and school library staff using INFOhio's implementation of the SirsiDynix Symphony Library Services Platform.

Additional responsibilities include:

- In collaboration with the INFOhio Instructional and Technical teams, develop technical and user documentation, training, and support materials, adhering to INFOhio style and branding guidelines
- Deliver team-developed library platform training, in person and virtually, to library staff in assigned schools and districts
- Provide helpdesk and phone support to ITC staff and library staff in schools and districts using INFOhio library platforms
- Process patron and bibliographic records and assist in testing and troubleshooting library software applications
- Special assignments working across INFOhio and Management Council teams and with vendors and partner agencies

Desired Qualifications:

- Associate degree in Information Technology or equivalent years of information technology coursework with a bachelor's degree in another field
- Proven working experience providing support through a help desk system and training to adult learners
- Experience with administration of SirsiDynix Symphony Integrated Library systems, including WorkFlows and BLUEcloud, preferred

The ideal candidate possesses a willingness to learn, is forward-thinking with strong problem-solving and troubleshooting skills, provides outstanding customer service and support, has excellent written and verbal communication skills, and works independently and collaboratively in a team-oriented environment. The position will require travel to educational agencies throughout the State of Ohio as assigned. This full-time position includes an excellent benefits package along with a salary commensurate with education, experience, and the successful candidate's potential for excellence. The anticipated salary range for the position is \$45,000 to \$60,000 per year.

The position description is below and is available on www.managementcouncil.org while this opportunity is open. Interested professionals should submit a cover letter and current resume by the posting deadline to: Greg Buddelmeyer (HR@managementcouncil.org).

The Management Council reserves the right to not fill or to repost the position if a successful candidate is not found. Every consideration will be given to underrepresented and nontraditional candidates. The Management Council does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, military status, ancestry, genetic information or any other legally protected category in its employment decisions.

About the Management Council and the Ohio Education Computer Network

Ohio's Information Technology Centers (ITCs) work together through a statewide network known as the Ohio Education Computer Network (OECN). The Management Council represents and supports the collaborative efforts of the OECN, which implements a broad spectrum of academic and administrative technologies across Ohio's PreK-12 education system. While the ITCs and the Management Council are the key components of the OECN, other organizations collaborate in the OECN, including the Ohio Department of Education and OARnet. Ohio district and school customers are the primary beneficiaries of the system of services and support from organizations of the OECN.



Job Description
Technical Support Specialist
Management Council of Ohio Education Computer Network

Reports to: Director and/or Project Manager

Overview: Provides Tier 1 support and training for software in use by the Management Council and its customers. Trains ITC Support Staff, maintains user documentation, provides help desk support, communicates changes or additions to the software in a timely manner, and provides responsive assistance to customers to resolve issues.

Specific Duties:

1. Provides technical assistance and support for issues related to application systems and services supported by the organization.
2. Performs troubleshooting through diagnostic techniques and pertinent questions.
3. Determines the best solution based on the issue and details provided by customers.
4. Directs unresolved issues to the next level of support personnel.
5. Records events and problems and their resolution in the help desk system.
6. Communicates regularly with the customer to provide status updates and resolution details.
7. Passes on any feedback or suggestions from customers to the appropriate internal team.
8. Provides software application training using a variety of delivery methods including web-based and on-site training.
9. Creates and maintains technical and operational documentation.
10. Keeps current with technology, workplace innovation and obtains relevant training that support job functions.
11. Maintains open communication and a cooperative relationship with related external agencies and organizations.
12. Performs such other relevant duties as may be assigned by the Director and/or Project Manager.

Core Principles

1. Performs as a reliable and effective member of the Management Council Team.
2. Conducts all work in a professional manner through excellent interpersonal skills, effective communication, courteous manners, a positive attitude, and cooperative demeanor.
3. Participates in on-going professional development as stipulated by the Management Council.
4. Remains free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment with the Management Council.
5. Demonstrates professional ethical behavior and serve as an appropriate representative of the Management Council.
6. Adheres to all the rules and regulations of the Management Council and the State of Ohio.
7. Handles sensitive information with integrity and confidentiality.

Typical Performance Measures:

1. Performs job duties in a consistently high manner.

2. Participates in team meetings, professional development, and other collaborative activities.
3. Demonstrates willingness to provide skills, expertise, and experience in support of team members and Management Council staff.
4. Volunteers to lead or serve on projects of Management Council or ITCs.
5. Displays a positive attitude and is considerate and professional in sharing ideas and discussing ideas proposed by others.
6. Meets or exceeds any standard benchmarks available for evaluation of performance.

Qualifications:

1. One to four years of post-secondary education or one to four years equivalent experience working with and supporting technology and solutions in education or similar industry.
2. Experience with major business application such as word processing, spreadsheets, presentation tools, and email.
3. Ability to manage multiple tasks and priorities.
4. Ability to use technology to effectively communicate.
5. Strong analytical and organizational skills.
6. Demonstrates a high degree of integrity and autonomy, and an exemplary attendance record.
7. Proven working experience in providing support through a help desk system.
8. Ability to occasionally drive and travel throughout Ohio as needed.

Position Status:

1. This has been determined to be a non-exempt position under the Fair Labor Standards Act.
2. This is a 12-month position and is evaluated annually.