

Santa Rosa County District Schools
Job Description
Operations Support Specialist I

Reports To: Assistant Superintendent, ITS
FLSA Status: Non-Exempt
Department: Information Technology Services
Prepared by: Human Resources
Date: September 10, 2019
Job Code: 44210
Range: 15

Preface:

- This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work to be performed. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with this position.
- There are marginal tasks employees are required to performed that are incidental to the primary duties and responsibilities.
- Positive personal characteristics required of all employees such as honesty, integrity, sobriety, and communication skills are presumed qualities.

Primary Duties and Responsibilities:

- Performs application troubleshooting as needed on enterprise software systems.
- Coordinates and conducts training for enterprise software systems.
- Performs regulatory, district, and ad-hoc reporting duties.
- Provides enterprise-level Application Support to users.
- Analyzes potential system problems and takes corrective action.
- from supervisor where causes of problems are not apparent;
- Perform other duties as required or assigned. The omission of specific statements of duties does not exclude them from the position especially if the work is similar, related or a logical assignment to the position, nor does every position allocated necessarily perform every duty listed.

Supervision Received:

Supervisor/Manager

Supervision Exercised:

None

Minimum Qualifications & Skills:

- Bachelor's degree plus two years of IT help desk experience in large scale systems support; or graduation from high school/GED plus six years of IT support experience in large scale systems.
- Two years of experience in compiling, generating, and submitting regulatory reports online.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board will determine what is necessary and appropriate for each position.

Preferred Qualifications & Skills:

- Proficiency in enterprise application support.
- Data management and integration experience with third-parties.
- A practical understanding of application security and permissions.
- Familiarity with commercial-grade, high-speed printing systems.

Physical Demands:

Sit for extended periods. Heavy and moderate lifting and carrying, reaching above shoulder, manual dexterity for testing equipment, good vision, distinguish basic colors, good hearing, walking, standing, bending, stooping. Drive and operate a motor vehicle. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary duties and responsibilities of this job.

Terms of Employment:

Approved Compensation Plan
Educational Support Salary Schedule

Job Benefits:

- Pension or Investment Plan provided by the Florida Retirement System (FRS)
- Personal and family health care plans available include medical, dental and vision
- Paid vacation, sick leave and optional personal leave
- Generous paid holidays. Holiday calendars for education support staff closely follow the calendars used for education staff