



Your Partner For
Worry-Free Efficiency

HCC ITC JOB POSTING

POSITION: Student Services Software Professional

HCC (Information Technology Center serving southwest Ohio) is seeking a qualified individual to join our Student Services team with the goal of supporting our customers with Student Software Applications.

APPLICATION DEADLINE: Until Filled

POSITION STARTS: TBD

REQUIRED QUALIFICATIONS:

- Knowledge and work experience with Student Software Applications such as ProgressBook, PowerSchool, and/or SameGoal.
- Ability to provide support and train school district personnel.
- Basic working knowledge of Microsoft Office applications, including Word, Excel, and PowerPoint.
- Strong customer service, problem-solving, and organizational skills.
- Willingness and ability to learn new software applications and technologies.
- Strong communication skills.

PREFERRED QUALIFICATIONS:

- Knowledge of EMIS reporting requirements and processes.
- Experience or knowledge of data reporting, report development, and data extraction.
- Basic knowledge of Microsoft SQL Server database administration and management.
- Knowledge of data integration processes and the ability to work with data across multiple systems.

REPORTS TO: Director of Software Applications

EMPLOYMENT STATUS: Full-time---261 Days---Non-Exempt

SALARY: Negotiable – commensurate with experience

BENEFITS: Vacation/Sick/Personal Leave, Health Benefits, State Retirement



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PERFORMANCE RESPONSIBILITIES: This position will be responsible for and/or involved in the following areas:

- Provide helpdesk, phone, email, and remote technical support for school district staff using student software applications.
- Develop, coordinate, and deliver training for school district personnel at beginner, intermediate, and advanced levels on student software applications, reporting processes, and related technologies.
- Maintain knowledge of relevant software applications, database processes, reporting tools, and technology updates.
- Assist with data reporting, report development, data extraction, and data integration activities as needed to support school district operations and reporting requirements.
- Collaborate with IT staff and other stakeholders to support the functionality, performance, and reliability of student software applications and related systems.
- Additional responsibilities may be assigned by the Supervisor and/or Executive Director.

In addition to performing the above responsibilities, the applicant should be a team player with a positive attitude and good customer service skills. Due to the nature of the size of the HCC network, the individual must also be willing to put in time after hours when emergencies dictate.

Interested persons should submit a letter of interest and resume to:

David Downs, Executive Director
Hamilton Clermont Cooperative
1007 Cottonwood Drive Loveland, Ohio 45140
Email: David@mail.hccanet.org
513-728-7942