

DISTRICT SCHOOL BOARD OF PASCO COUNTY

JOB DESCRIPTION

Business Support Specialist

Department: Technology and Information Services	Job Code: 5166
FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Schedule: 63N
Reports To: Manager, Technology and Information Services	Work Days: 245
Board Approved Date: August 4, 2015	Work Hours: 7.5 hrs/day

JOB GOAL: Responsible for working collaboratively with all departments in preparing and submitting detailed documentation of procedures and supporting the needs of end users by providing telephone assistance, processing support, and training on the operation and use of all application software and workstation hardware.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The following statements of duties and responsibilities are intended to describe the general nature and level of work being performed by individuals assigned to this position. These statements are not intended to be an exhaustive list of all duties and responsibilities required of all personnel within this position.

1. Coordinate the effective resolution of and troubleshoot end user requests for support or service, utilizing technical staff as needed.
2. Provide for continuous support of end user daily processing and reporting requirements by coordinating and scheduling required central site processing support.
3. Provide technical assistance and training to end users, and programming and operations personnel.
4. Provide telephone support to users via the District's help desk system.
5. Coordinate and conduct group and individual training classes throughout the district in the use of application software and hardware operations.
6. Coordinate and schedule trainings and/or meetings as needed, including district-wide meetings for data entry personnel and administrative staff and specialists as they relate to FTE processing, end of year processing, new-year transitions, and new applications.
7. Document work flows and application systems procedures for distribution to end user staff.
8. Design forms and specifications for reports and procedures.
9. Maintain records of all end user requests for support.
10. Coordinate the processing and use of the FASTER system for reporting at district and state levels.
11. Write and prepare memorandums to district staff and management as necessary in support of systems operations and procedures.
12. Assist with systems implementations.
13. Assist in the coordination of activities for the implementation of new/updated federal, state, and local district reporting requirements with all levels of district staff and management.
14. Assist in providing for the security and confidentiality for all district data maintained by the department.
15. Assist in the correction or entering of data as required.
16. Perform other duties as assigned.

MINIMUM REQUIREMENTS:

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty successfully. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

KNOWLEDGE, SKILLS & ABILITIES:

- Working knowledge of software systems and workstation hardware configurations
- Ability to understand federal, state, and local district reporting requirements, regulations, and procedures.
- Ability to communicate effectively with a variety of audiences, orally and in writing, including electronic media
- Ability to organize, prioritize, manage and carry out duties efficiently and within established timeframes
- Ability to establish and maintain collaborative working relationships with all stakeholders
- Broad knowledge of computer systems, including programming and systems operations.

EDUCATION, TRAINING & EXPERIENCE:

- High school diploma or equivalent
- Two (2) years of help desk, data processing, data entry or related experience

OR

DISTRICT SCHOOL BOARD OF PASCO COUNTY

JOB DESCRIPTION

- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities to perform the essential duties and responsibilities of the position

CERTIFICATES, LICENSES, & REGISTRATIONS: none

PREFERRED QUALIFICATIONS:

- Associate's degree in technology-related field

SUPERVISORY RESPONSIBILITY: none

PHYSICAL REQUIREMENTS *(Describes physical conditions of this position):*

<input type="checkbox"/>	Sedentary Work	Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work	Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently. If the use of arm and / or leg controls require exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as Light Work.
<input type="checkbox"/>	Medium Work	Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work	Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work	Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

PHYSICAL ACTIVITY:

(Physical activities of the job are listed below and are with or without accommodations for disabilities for this position. Frequency of each applicable activity is noted according to the following: R = Regularly; F = Frequently; O = Occasionally, S = Seldom)

R	Sitting	Resting with the body supported by the buttocks or thighs.
R	Standing	Assuming an upright position on the feet particularly for sustained periods of time.
F	Walking	Moving about on foot to accomplish tasks, particularly for long distances.
S	Climbing	Ascending or descending ladders, stairs, scaffolding, ramps, poles, etc. using feet and legs and/or hands and arms.
S	Balancing	Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.
O	Bending	Lowering the body forward from the waist.
O	Stooping	Bending body downward and forward by bending spine at the waist through the use of the lower extremities and back muscles.
O	Kneeling	Bending legs at knee to come to a rest on knee or knees.
O	Crouching	Bending the body downward and forward by bending leg and spine.
S	Crawling	Moving about on hands and knees or hands and feet
O	Twisting	Moving body from the waist using a turning motion.
O	Reaching	Extending hand(s) and arm(s) in any direction
O	Pushing	Using upper extremities to press against something with steady force in order to thrust forward, downward or outward exerting up to 20 pounds of force
O	Pulling	Using upper extremities to drag, haul or tug objects in a sustained motion exerting up to 20 pounds of force.
O	Lifting	Raising objects from a lower to a higher position or moving objects horizontally from position- to-position through the use of the upper extremities and back muscles exerting up to _____ pounds of force.
R	Finger Dexterity	Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm.
F	Grasping	Applying pressure to an object with the fingers and palm.

DISTRICT SCHOOL BOARD OF PASCO COUNTY

JOB DESCRIPTION

R	Feeling	Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips
R	Repetitive Motions	Substantial and continuous movements of the wrists, hands, and/or fingers.
R	Talking	Expressing or exchanging ideas by means of the spoken word. Those activities in which detailed or important spoken instructions must be conveyed accurately, loudly or quickly.
R	Hearing Acuity	The ability of perceive speech and other environmental sounds at normal loudness levels.
R	Visual Acuity	The power to see at a level which allows reading of numbers and text, operations of equipment inspection of machines, etc.

WORKING CONDITIONS:

(Conditions the worker will be subject to in this position with or without accommodations for disabilities. Indicate all that apply to the position with an "X". Please note that there can be more than one condition.)

<input type="checkbox"/>	Outdoors	The worker is subject to outside environmental conditions. There is not effective protection from weather conditions such as wind, moisture, sunlight, extreme temperature changes, etc.
<input type="checkbox"/>	Indoors	The worker is subject to inside environmental conditions. There is protection from weather conditions but not necessarily from temperature changes.
<input type="checkbox"/>	Indoors and Outdoors	The worker is subject to both environmental conditions. Activities occur inside and outside.
<input type="checkbox"/>	Cold	The worker is subject to extreme cold. Temperatures are below 32 degrees for periods of more than one hour.
<input type="checkbox"/>	Heat	The worker is subject to extreme heat. Temperatures are above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	Noise	The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level.
<input type="checkbox"/>	Vibration	The worker is subject to vibration. There is exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	Hazards	The worker is subject to hazards. This includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places and exposure to high heat or chemicals.
<input type="checkbox"/>	Atmospheric Conditions	The worker is subject to atmospheric conditions. One or more of the following conditions affect the respiratory systems or the skin: fumes, odors, mists, gases or poor ventilation.
<input type="checkbox"/>	Oils	The worker is subject to oils. There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	Respirator	The worker is required to wear a respirator.
<input checked="" type="checkbox"/>	None	The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).
<input type="checkbox"/>	Other	

MACHINES, TOOLS, EQUIPMENT:

(Machines, tools, equipment, electronic devices, vehicles, etc., used in this position.)

General office equipment, including personal computers, fax machines, copiers, telephones, etc.

Pasco County School District will provide reasonable accommodations to qualified individuals with disabilities to allow them to perform the essential functions of the job when such individuals request an accommodation.