**JOB DESCRIPTION**

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| **Job Title:**  School Support Analyst | **Department:**  Learning Technology Services |
| **Reports To:**  Supervisor of Learning Technology Services | **Division:**  CUPE |
| **Date of last review:** | **Revised by:** |

**SUMMARY**

Reporting to the Supervisor of Learning Technology Services, the School Support Analyst provides primary assistance to in the planning, co-ordination and implementation of administrative computing systems in the school environment. This position will be responsible for the training, documentation and support of local and wide area data communications systems and several other administrative support systems. This position will provide the primary liaison between the administrative staff at the school level, Ministry of Education, Maplewood, S.R.B. and other related agencies such as OUAC, OCAS, SIS, etc.

**QUALIFICATIONS**

* Community College diploma in Programming and Computer Science and/or equivalent work related experience.
* Relevant experience working with computerized administration systems;
* Practical experience with student administration and/or using the Maplewood student administration system;
* Previous end user training
* Good interpersonal and communication skills;
* Ability to write clear and concise documentation;
* Conflict and time management skills;
* Ability to work unsupervised;
* Ability to work alone and in a group setting;
* Conflict and time management skills;
* Good organization and report writing skills;
* Computer literate, knowledge and experience in the use of word processing and spreadsheet programs in keeping with latest programs supplied by Board;
* Knowledge of in-house computer programs including regular upgrading of skills and ability;
* Good programming skills;
* Must possess a valid driver’s license and have access to a vehicle in order to travel and provide service throughout the district

**KEY DUTIES & RESPONSIBILITIES**

1. Provides end-user training and develops documentation on software applications

such as E-mail, Secondary Administration System, Elementary Administration

System, office automation and others as required.

2. Knowledge of trouble shooting on software/hardware.

1. Designs documentation to summarize operational procedures and checklists:

* Provides procedures to operate month end, year end, and September startup;

1. Provides procedures on registration and attendance according to the Ministry.

1. Designs/creates reports and programs required by schools and board office to gather for budget data, statistical analysis and biographical information.

5. Installs software as required on different operating systems.

1. Provides liaison between schools, board office and software providers:

* Assists in the transmission of data between the users;
* Communicates effectively requirements to the schools regarding changes in recording student data;
* Coordinates the transmission of student information to OCAS, OUAC, and MET.

1. Assists various levels of administrative staff by communicating the capabilities of the administrative applications.

1. Assists in the development and use of a system-wide strategy for the use of Student Administration systems.
2. Assists in the decision making of required software/hardware and training needs for the operation of student administration.
3. Performs other job-related duties as assigned.

**CORE COMPETENCIES**

***Communication***

Shares and receives information and ideas in a variety of ways and adapts to the needs of the audience to ensure the message is understood.

***Innovation***

Creates, develops and implements new processes or services with the aim of improving the learning community for all.

***Interpersonal Relations***

Displays characteristics and personal attributes that enhance communication and interactions. Establishes and maintains harmonious professional relationships by demonstrating respect and sensitivity to all.

***Leadership***

Motivates groups of people, while maximizing the efforts of others to achieve a common goal.

***Planning and Organization***

Plans, organizes and coordinates time, resources and tools to meet established goals.

***Professional Integrity***

Models strong ethical or moral principles and follows them at all times, regardless of who is present.

***System Thinking***

Sees, acknowledges and contributes to the shared mission and vision of the Board. Approaches all work done within ALCDSB as being part of a larger system that is inter-related with strategic plans. Understands that work done in one part of ALCDSB impacts a variety of groups inside and outside of the Board.

**ORGANIZATIONAL RELATIONSHIP**

Work Assignments Received From:

* Supervisor of Learning Technology Services
* Enrollment & Attendance Coordinator
* Manager of Learning Technology Services

Positions Supervised: None

**ACKNOWLEDGEMENT/ACCEPTANCE**

By signing this document, I acknowledge that I have read, understand and accept the requirements, essential functions and duties outlined in this job description.

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| **Employee Signature** |  | **Date** |