Hernando County School Board Florida

SYSTEMS SUPPORT TECHNICIAN

Required Qualifications:

- High school diploma or equivalent
- Three (3) years of experience in computer operations, or equivalent of training and experience
- Valid Florida driver's license

Desired Qualifications:

- Experience in the operation of the current hardware in use by the district
- Experience with the Skyward SIS/ERP software package(s) or the current software package(s) in use by the district

Performance Responsibilities:

- Provide technical support and training to all staff utilizing the district mainframe software systems
- Process and validate the Department of Education survey formats in a timely manner
- Coordinate the processing of student transcripts for Bright Futures and the Department of Education F.A.C.T.S. database
- Provide technical assistance to statewide mentoring programs, i.e. Take Stock in Children, College Outreach Program, McKay Scholarship or any programs currently active in the state
- Enhance data quality by identifying and troubleshooting data errors
- Assist the FTE processes, survey processing and training
- Operate the district switchboard as required
- Perform other duties as assigned by the Supervisor of TIS and/or designee

Physical Demands:

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 regularly or as needed to move objects

Reports to:

Reports directly to the Supervisor of TIS and/or designee

Evaluation:

Annual evaluation done by the Supervisor of TIS and/or designee

Terms of Employment:

12-month employment

Salary:

Salary based upon approved salary schedule - Professional/Technical/Supervisory Category B

Job Code:

77535

Board Approved: 2/20/96
Revised: 01/20/09, 03/03/09, 05/17/11, 05/28/2019,11/19/24