

## JOB DESCRIPTION



**TITLE:** Student/EMIS Support Liaison

**REPORTS TO:** Director Operations

**FLSA STATUS:** Non-Exempt

**SUMMARY:** Under the direction of the LGCA Director Operations, assists LGCA clients in using State EMIS and LGCA Student software applications, improving client knowledge about and access to all pertinent State EMIS and LGCA Student software.

### **Essential Duties and Responsibilities include the following. Other duties may be assigned.**

1. In coordination with the Student Services Team, directs training for district personnel in the operation of Student and EMIS applications.
2. Provides help-desk support and tracking for the Student and EMIS services applications and procedures. Logs and tracks calls, maintains history records and related problem documentation.
3. Prepares standard statistical reports, such as help desk incident reports.
4. Investigates user complaints and trouble-shoots user problems. Maintains communication and a working relationship with the student software developers/support group.
5. Test on new software releases and notifies district personnel of any procedural or operating changes required to properly implement the software. Works with users to develop forms, procedures, and the establishment of appropriate implementation timetables. Develops Student user training guides, software templates and procedures.
6. Attends and can coordinate meetings of the LGCA Student User Groups and other pertinent LGCA meetings. Prepares information for group presentations and discussion.
7. Maintains the protection and security of data under the management of the LGCA.
8. Maintains a working knowledge of current regulations and requirements for the operation of a school district Student and EMIS office as prescribed by the Auditor of State's office, the State Department of Education, and the Ohio Revised Code.
9. Secures membership in appropriate state organizations. Participates in regional and state Student seminars, conferences, and workshops. Serves as a liaison with organizations providing Student continuing education opportunities related to this position. Maintains compliance with continuing education requirements as prescribed by the Ohio Administrative Code.

### **Competency:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Problem Solving** - Gathers and analyzes information skillfully; Works well in group problem solving situations.

**Technical Skills** - Strives to continuously build knowledge and skills; Shares expertise with others.

**Communication-Oral/Written** - Listens without interrupting and gets clarification; Edits work for spelling and grammar. Ensures that regular consistent communication takes place where necessary internally and externally.

**Team Work** - Balances team and individual responsibilities; Contributes to building a positive team spirit.

**Fiscally Responsible** - Conserves organizational resources.

**Ethics** - Works with integrity and ethically; Upholds organizational values.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Undertakes self-development activities.

**Innovation** - Meets challenges with resourcefulness.

**Judgment** - Exhibits sound and accurate judgment; Supports and explains reasoning for decisions.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions.

**Professionalism/Customer Service** - Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments; Responds promptly; Builds and maintains customer satisfaction with the products and services offered by the organization; Provides excellent service to internal and external customers.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

Degree/Associate degree is preferred. Experience with EMIS and Infinite Campus Student Management System and associated modules are preferred. A combination of education and experience may be accepted.

**Language Ability:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Strong interpersonal communications skills are required.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge and experience of Database software, Adobe, Excel, Word, and Power Point. Use of computer, hardware and instructional equipment is required.

**Certificates and Licenses:**

No certifications are required. Certificates preferred: CEP – Certified EMIS Professional, MCEP – Master Certified EMIS Professional, Mastering Fundamentals of Infinite Campus.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include Close vision and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to have dexterity of hands/fingers to operate a computer keyboard and other office equipment; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl.

**Background Checks:**

Must submit for a BCI/FBI criminal records check per ORC 3319.39.

**Terms of Employment:**

This is a full year position with salary and benefits as established by the Board of Directors.

**Evaluation:**

This position is annually evaluated by the Director of Operations and the Executive Director.

**Disclaimer:** The LGCA reserves the right to revise or change job duties and responsibilities as the need arises. The job description does not constitute a written or implied employment contract.