Software Support Specialist – Twinsburg City Schools

Location: **Central Office**
Available: **March 3, 2025**
Closing Date: **UNTIL FILLED**

To apply for this position, click on this link: Software Support Specialist, Twinsburg City Schools

Supervisory Responsibility:
Under the direction of the Director of Curriculum and Technology, plans work assignments, provides instructions and communicates expectations to assigned staff. Promotes teamwork and helps staff as needed to successfully accomplish delegated duties.

Description:
The Software Support Specialist is responsible for the support of software systems used by faculty, staff, and students of the Twinsburg City School District. The position is responsible for assisting with the development, documentation, testing, training and implementation of new and existing software systems, hence a critical member of the Technology Team.

Contract-217 Days

Qualifications:
Associate degree in computer science and/or equivalent combination of training and established work experience is required. Technical training and/or certification in Microsoft Windows, Office, Google are desirable.

- Experience working in a diverse network environment.
- Ability to effectively learn and support current educational and productivity software applications.
- Ability to diagnose/repair hardware, software and network connectivity issues in an educational environment.
- Ability to assist and follow direction in performing network administrative activities.
- Possess effective presentation skills to instruct students and district personnel.
- Available to work flexible schedule.

Responsibilities and Essential Functions

- **Assist in the development, testing, and implementation of new and existing computerized software systems.**
- **Assist in the preparation of documentation and user support materials and newsletters to assist system users; develop, organize and write user manuals, guides and other documentation.**
- **Develop and prepare training materials and provide support for system user training workshops; present new systems, features, and enhancements; provide one-on-one training as needed.**
- **Create curriculum and conducts training classes for the purpose of increasing employee competencies with enterprise applications.**
- **Effectively update district website with timely news and maintenance as appropriate.**
- **Support online state mandated testing.**
- **Support, training, and administrator for Google Apps for Education (GAFE).**
- **District CLEVER Administrator**

Travel Requirements:

Travels to school district buildings and professional meetings as required

Working Conditions:

Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Potential for exposure to blood borne pathogens and communicable diseases.
- Potential for interactions with disruptive, unruly and/or menacing individuals.
- Exposure to adverse weather conditions and seasonal temperature extremes.
- Duties may require operating and/or riding in a vehicle.
- Duties may require prolonged use of a computer keyboard and monitor.
- Duties may require exposure to cleaning solvents, air borne particulates, and odors.
- Duties may require working under time constraints to meet deadlines.
- Duties may require working during the evening and/or weekend.

Application Procedure: Apply Online

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Twinsburg City School District uses the AppliTrack system from Frontline Education to manage employment applications online.