

## CLIENT SUPPORT SPECIALIST #019

CUPE 2357 – Level 6

### **CORE FUNCTION:**

Under the direction of the Manager, the Client Support Specialist is responsible for the implementation and administration of computerized systems with the school board; provides classroom instruction for specific applications; provides “hot-line” service to users; develops customized software procedures and reports; and performs other duties, as assigned by the supervisor.

### **MAIN DUTIES:**

Implements and administers board’s computerized systems:

- conducts user needs analysis and recommends appropriate computer applications
- modifies applications to meet needs of clients
- liaises/follows-up with users to ensure effectiveness of applications
- assists in setting of timelines for implementation
- writes user reference manual
- maintains system and manual
- installs software and upgrades; troubleshoots and maintains it
- administers various board computerized systems ex. student database
- researches, tests and evaluates software; provides feedback to software developers, as necessary
- liaises with external organizations to discuss software issues and best practices for resolving problems
- reviews Ministry Guidelines, Board policies and technical documentation to determine the effects on existing procedures/systems and communicates findings to the users
- assists outside agencies with investigations, as necessary ex. work with police in computer and e-mail abuse investigations

Provides classroom instruction and a “hot-line” service for designated computer applications:

- evaluates training requirements of staff
- designs courses and course materials
- writes user reference manual
- provides classroom instruction at the appropriate level for the client
- develops a self-assessment questionnaire for users
- designs and manages pilot projects and recommends future actions, as required
- maintains up-to-date documentation for users

- introduces application upgrades, as required
- responds to inquiries and follows-up, as required

Development of software procedures and reports:

- develops solutions and procedures to optimize the use of applications and processes for schools
- designs customized forms, reports, etc. to assist client with day-to-day operations
- develops and maintain various web pages
- develops and maintain forms catalogue
- recommends appropriate software for user specific needs or customizes existing software to address user requirements

Performs other duties, as assigned by the supervisor.

**SUPERVISION OF STAFF:**

There is no supervisory responsibility.

**QUALIFICATIONS:**

- Secondary school graduation
- 2 year Community college diploma in a related field
- 4 years of related experience
- Superior word processing/computer knowledge, ex. ESIS, MS Office, MS Word, Excel, Explorer, Netmeeting, Smarterm, File Maker Pro, PC's, printers, LCD Projectors, Hand Held Computers, etc.
- Excellent oral and written communication skills
- Excellent interpersonal skills
- Initiative
- Ability to work independently or participate as part of a team, as required

Individuals who possess an equivalent combination of education and experience may also be considered.