

**SUPPORT STAFF PERSONNEL QUALIFICATIONS AND DUTIES**  
**ADMINISTRATIVE SOFTWARE AND SUPPORT TECHNICIAN**  
**SUPERINTENDENTS' TEAM – SECRETARY-TREASURER'S DEPARTMENT**

**Position Summary**

Under the direction of the Secretary-Treasurer and the Superintendents' Team, provide support for the division's administrative computer applications and the student record-keeping system.

**Computer Support**

- Set up and conduct in-services or individual training sessions for staff using administrative computer applications.
- Support all administrative and clerical staff using computer applications such as: the student record keeping system, planning and routing, substitutes, word processing, spreadsheets, Internet and email.
- Provide telephone, on-line and on-site support for the division's student record system, including the boundary program, set up and maintains users, solves and/or refers printer and connectivity to the Wide Area Network problems.
- Set up, create and/or run custom reports for administrators and clerical staff as required.
- Act as the liaison between schools and the division's computer consultants and follow up on requested changes to software.
- Assist users by providing written and verbal instructions on entering, checking and verifying student demographic information to ensure it is accurate.
- Build and download student information files for the computer technicians to create Network IDs.
- Provide technical support for the planning and routing software and develop "what if" scenarios for future school catchments boundaries.
- Provide technical support for uploading and downloading of files from the in-house computer system to computer programs such as: planning and routing, substitute calling and student photographs.

- Prepare written instructions and user manuals for the student record system and other computer applications as required.
- Assist transportation department by providing custom reports and maintenance of student transportation information.

### **Student Records**

- Maintain the Division's student record system throughout the year and check and verify the integrity of the data.
- Work closely with the Department of Education and computer consultants to ensure data that is transferred on the E.I.S. (Education Information System) software is accurate.
- Update and inform all users of changes to rules and regulations from Manitoba Education and Training for September 30<sup>th</sup> reporting.
- Load marks file into the E.I.S. software, check and correct errors and transmit to Manitoba Education & Training.
- Check and verify September 30<sup>th</sup> enrolment and demographic information and transmit to Manitoba Education & Training.
- Follow up with schools on all inquiries from Manitoba Education & Training and maintain the September 30<sup>th</sup> data for each school year.

### **Non-Resident Students**

- Oversee the boundary program in the student record system to identify students whose street address is out-of-division and/or out of their school catchments area for students living in the division.
- Maintain central office files for School of Choice and non-resident programs not offered for incoming and outgoing students.
- Assist school administrators and secretarial staff with the Department of Education regulations and Metro School Division guidelines in relation to School of Choice applications.
- Respond to School of Choice and Program not offered inquiries from schools, parents, students and the Superintendents' Team.
- Prepare student reports for invoicing other school divisions for School of Choice and Programs not Offered and check invoices from other divisions prior to payment.

- Record students going to other school divisions in the student record system.

**Other**

- Word process items such as correspondence to schools, students, and parents concerning attendance issues, other school divisions and the Department of Education.
- Create custom information fields, applications and analytical reports for divisional staff on an as required basis.

**Education**

- Grade 12.
- 1 year Computer Technician and/or Business Administration Course, Certified Computer Instructor or equivalent to attain knowledge of word processing, spreadsheets, data base, networking and basic accounting.
- Typing 60 wpm.
- Use of office equipment such as computer, scanner, calculator, photocopier and fax machine.
- Excellent communication skills.

**Experience**

- 2 to 3 years previous experience, plus 2 years on-the-job training.

**Physical Demands**

- Visual concentration, eyestrain from computer, sitting for long periods of time and constantly being on the telephone providing computer support.

**Working Conditions**

- Exposure to noise and frequent interruptions with conflicting demands and deadlines.
- Occasional after-hour attendance at educational seminars.