

**PERSONALIZED  
EDUCATION GROUP**  
ENVISION CREATE EMPOWER



**JOB DESCRIPTION: Systems Support Specialist**  
**REPORTS TO: Director of Technology**

**JOB SUMMARY:**

The System Support Specialist reports to the Director of Technology and helps to combine interfaces and workflows to enhance the user experience for customers, as well as employees using internal systems. This role has a wide knowledge base of the different symptoms of a dysfunctional network and all their possible causes. Because they interact closely with people using computer networks, successful Systems Specialists are also excellent teachers who can explain concepts and instruct a customer who is unfamiliar with industry terms through the troubleshooting process. They are focused, patient and calm even during frustrating situations. They identify the software, data and support needs for the company. The position works toward making our product more user-friendly and intuitive to attract and retain customers.

**RESPONSIBILITIES:**

- System support specialists provide help desk assistance and technical support for all types of issues affecting end users, such as software problems, network breakdowns, and hardware failures. They create and maintain user accounts. If specialists cannot fix the problem, they escalate it to the Director of Technology.
- Provides excellent customer service skills and understands customer needs and motivations both internally and externally.
- Possesses solid analytical and problem-solving skills and is able to work calmly under pressure when handling multiple tasks.
- Continuously maintains and improves team processes and services by assisting in testing compatibility of new programs with existing ones.
- Works cooperatively with various staff positions within the Office Team and Instructional Support Team on projects and tasks.
- Review diagnostics, assess the functionality and efficiency of systems and troubleshoot issues/errors from integrations as needed, responsible for ongoing maintenance of automations between systems.
- Advocates for solutions, highlighting inputs that influenced the decisions including business and user goals, demographic and usage data, and research findings.

- Contributes to the group's shared knowledge of user-centered design and research methodologies.
- Provides support for CMASAS technology systems in use.
- Manage school-to-student technical support by providing support hours as numbers permit.
- Establishes and enhances effective means of technical support and proactively provides solutions to recurring tech issues.
- Assist in the maintenance/upgrades of all technology systems and utilizes available sandboxes when appropriate for system upgrades.
- Assist in the student account creation in systems.
- Assist in maintaining Technical Support phone line, FAQs & tech support webpage.
- Maintain, install, and troubleshoot computer and information systems.
- Perform other duties as assigned.

#### **QUALIFICATIONS:**

- High School Diploma required. Recommended Associate or Bachelor's degree in design, computer science and/or business.
- 2 to 3 years of experience.
- Exceptional computer skills, including experience with Microsoft Office 365 apps.
- Preferred knowledge of HTML, UX and other languages.
- Highly proficient with technology and digital analytics.
- Excellent communication skills; communicate clearly and effectively, comfortable with public speaking.
- Ability to engage and collaborate effectively with people at all organizational levels.
- Possess strong organizational skills.
- Embraces a positive, can-do attitude.
- Willingness and ability to learn new systems.

#### **PHYSICAL REQUIREMENTS:**

- Must be able to see a computer monitor.
- Must be able to perform work at a computer terminal for 6-8 hours a day, and function in an environment with interruptions.
- Must be able to use a telephone or headset equipment.
- Must be able to lift twenty (20 pounds). Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.