

# TECHNOLOGY SUPPORT ANALYST I

## Department of Special Services

### Milwaukee Public Schools (MPS)

**PURPOSE:** The Technology Support Analyst I contributes to the efficient operation of the Special Services Information Management Systems (SSIMS) Office by providing administrative support to the SSIMS Project Team as well as serving as the department's first point of contact in responding to questions from the user community.

#### ESSENTIAL FUNCTIONS:

- Provides first-line customer service to end users of the Special Services Information Management Systems (SSIMS) Office by answering, logging, and, if necessary, referring or escalating their system-related calls; uses the call tracking system to log calls.
- Researches, resolves, and responds to questions about software applications like SSIMS, eSIS, and SAP received via telephone, voice mail, web forms, and "callbacks" in a timely fashion and in accordance with current standards.
- Ensures timely escalation of customer problems by documenting the impact to the customer and by assigning an appropriate priority and resolution target; if possible, takes steps to ensure that problems will not recur.
- Recognizes patterns among customer calls, and informs users of system-wide problems or scheduled down times.
- Enhances and develops quality support methods and communication skills through coaching, feedback, and other developmental approaches.
- Keeps up-to-date on all technology supported and used by the department to provide effective technical support to customers.
- Coordinates the logistics for meetings and training sessions, including site preparation.
- Assists in developing and continuously revising user manuals and technical support guides.
- Assists in developing training curriculum and assists in SSIMS trainings for schools and Central Service departments.
- Provides daily operational support to the SSIMS Team, including organizing facilities, supplies, and hardware.
- Provides administrative support, such as maintaining files, performing data entry, analyzing data, and making corrections.
- Participates in both individual and team projects that enhance the quality of the Special Services Office.
- Performs other duties as assigned.

#### MINIMUM REQUIREMENTS:

1. Associate's Degree in information management, computer science, business administration, or a related field from an accredited college or university.
2. Two years of customer support experience performing duties related to this position.  
**NOTE:** *Equivalent combinations of education and experience may be considered.*
3. Valid driver's license at the time of appointment and throughout employment.
4. Residence in the City of Milwaukee within one year of appointment and throughout employment.

#### DESIRABLE QUALIFICATIONS:

- A related Bachelor's Degree from an accredited college or university.
- Knowledge of special education processes, programs, regulations, and information systems.

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:**

- Knowledge of personal computers and desktop operating systems.
- Knowledge of standard software applications (e.g., word processing, spreadsheet, database, presentation, email, and the Internet).
- Knowledge of specialized software, including student and special services information management systems and the student assignment program, and the ability to learn new programs.
- Ability to read and understand technical information.
- Ability to receive and log phone calls using call tracking software.
- Analytical, problem-solving, and critical thinking skills.
- Ability to troubleshoot software and hardware problems.
- Oral communication skills: ability to explain technical concepts clearly.
- Writing and editing skills; document layout skills desirable.
- Interpersonal and customer service skills.
- Presentation and training skills.
- Ability to work well both independently and as a member of a team.
- Planning, organizational, and time management skills.
- Ability to work in a fast-paced environment with frequent interruptions and changing priorities.
- Knowledge of the special education process.
- Ability to carry out duties with sensitivity to children with special needs.

**THE CURRENT SALARY RANGE:** \$40,236 - \$53,656 annually.

#09-046—MMC (SM)

8/4/09