

Connect
5700 West Canal Road
Valley View, OH 44125

Connect is a non-profit Information Technology Center serving public, private, and community schools throughout Northeast Ohio. We are seeking a candidate to fulfill a support specialist position on our student services team. This individual would work primarily in our Valley View office and occasionally in our Elyria office and within schools when needed. This is a year-round 1st-shift position working Monday-Friday.

Primary responsibilities include:

- Supporting school personnel via e-mail, phone, helpdesk, video conferencing, and face-to-face interaction
- Learning various student information systems and modules through formal and on-the-job training
- Conducting professional development trainings and presentations to school personnel
- Testing new products and product features
- Producing custom reports and technical documentation

Minimum Qualifications:

- Proficient in Microsoft Office (Excel, Word) and Windows OS
- Ability to work well independently AND in a team setting
- Thorough analytical skills and high attention to detail
- Demonstrate the ability to conceptualize, evaluate, prioritize, and solve complex problems
- Able to develop well-written training materials and supplemental documentation
- Establish and maintain professional working relationships with co-workers and our clients
- Embody high ethical standards and integrity, accepting responsibility for decisions and conduct
- Able to work in an interruption-intense environment
- Able to interact comfortably and confidently with the public
- Must have reliable transportation

Preferred Qualifications:

- Experience with web-based student information systems and gradebook software (e.g. PowerSchool, Progressbook, Infinite Campus)
- Experience with Ohio state reporting and EMIS
- Experience with leading professional development and user training
- K-12 career experience
- Associate or Bachelor's Degree in a related field, or related skills substantiated by previous experience

Qualified candidates may submit their resume to jobs@ohconnect.org with Student Services Support Specialist referenced in the subject.