

POSITION TITLE: Technical Support Specialist

POSITION SUMMARY:

MBA is looking for an individual to join our support team and perform a variety of support functions related to the PowerSchool SIS.

The ideal candidate must demonstrate the ability to work in a team environment with minimal supervision and possess exceptional organizational, time-management and communication skills. Personal integrity, flexibility and creative, technical problem-solving skills are a must to be successful in this position.

RESPONSIBILITIES:

- Demonstrate a thorough understanding of the PowerSchool SIS
- Identify, diagnose and solve complex technical issues and effectively communicate resolutions in a timely manner
- Analyze issues and look for recurring patterns
- Quickly triage developing issues and evaluate escalation potential
- Develop and communicate solutions to internal and external stakeholders to help reduce occurrences
- Communicate effectively with school administrators when responding to support and help desk inquiries
- Stay up-to-date on newly-introduced features of PowerSchool SIS
- Acquire and share product expertise with internal and external customers to support timely issue resolution
- Evaluate customer satisfaction information with the ability to distinguish user requests from true needs
- Other responsibilities as assigned by MBA Leadership Team

KNOWLEDGE & SKILLS:

- PowerSchool knowledge and experience a must
- Exceptional technical problem solving and customer service skills
- Excellent communication skills, both verbal and written
- Strong work ethic and time management skills
- Builds good working relationships across all departments
- Attention to detail

EXPERIENCE:

Three (3) years' experience with the PowerSchool Student Information System (SIS) and two (2) years' information technology experience in a K-12 educational environment.

SALARY:

Salary based on experience.

LOCATION:

This position may be located remotely.

If interested in applying for this position, please send your resume and a cover letter that includes salary requirements to cdancz@mba-link.com.