Great Plains Technology Center

TITLE: Application/Database Support Specialist

SUPERVISOR: Director of Information Services

PRIMARY FUNCTION

As a key member of Great Plains Technology Center Information Technology Staff, this position is responsible for evaluating, designing, implementing and maintaining the databases and applications at Great Plains Technology Center.

This position is also responsible for basic database and application modifications in response to departmental needs and day-to-day system integrity, including recommending strategies to ensure data integrity.

DUTIES AND RESPONSIBILITIES

- Provides in-house expertise and technical support to end-users on database and software-related issues: Identifies, researches, and resolves technical problems, working with outside vendors/technical support as needed, and documents, tracks and monitors problems to ensure a timely resolution
- Reviews, analyzes, and evaluates database systems and user needs to provide recommendations and solutions to parallel overall business strategies
- Develops strategies for, and manages the implementation of database consolidations to streamline efficiencies as needed throughout the company, and participates in planning and execution of future upgrades and technology enhancements
- Develop and implement policies and procedures for ensuring the security and integrity of company databases and software applications
- Is accountable for the accuracy and integrity of all school databases; implements quality control mechanisms.
- Develops and produces accurate and timely routine and special reports, staff surveys and data retrievals for staff as needed, and is the point person for managing custom reporting requests
- Oversees day-to-day integrity of database and database procedures, which may include conducting weekly and monthly audits of databases
- Conducts all global changes and/or data imports to maintain data, and periodically eliminates obsolete query, export and report parameter settings
- Development of User Interfaces
- Remains informed on software updates, upgrades and additional services
- Other duties as required and assigned/approved by superintendent and designee.
REQUIREMENTS

- Able to make, follow through and document accountability for short and long term plans
- Able to work effectively with colleagues throughout the organization

QUALIFICATIONS

- Professional training and/or certification in advanced use of relational databases; minimum 2 years relational database experience on a variety of programs
- Excellent knowledge of Microsoft SQL, Microsoft Office® products, specifically Word, Excel, Access, Outlook and PowerPoint, ability to train end users to intermediate and advanced levels
- Highly organized, with superior problem resolution and analytical skills
- Adept at supporting Windows, Office, Outlook, computer hardware and peripherals
- High level of interpersonal and customer service skills
- Excellent oral and written communication skills

PREFERRED QUALIFICATIONS

- BA degree
- Microsoft SQL Certifications
- Microsoft SharePoint Database Knowledge a plus
- Cold Fusion
- Online Customer Survey tools
- Visual Studio or equivalent software package