



**Software Support Analyst  
(Sherwood Park)  
Competition Number 09/152N**

Elk Island Catholic Schools (EICS) serves the communities of Camrose, Fort Saskatchewan, Strathcona County (Sherwood Park) and Vegreville in central Alberta. Sixteen schools throughout the division serve over 5,800 students. The EICS Information Technology Centre is located in Sherwood Park, where the I.T. Team carries out the daily information administration of the Division.

Reporting to the Director of Technology Services, the Software Support Analyst is responsible for the planning, developing, coordinating and facilitating training to staff on all Division administrative and educational software applications. The successful candidate will have post-secondary education in a related field, experience with educational and administrative software, be self motivated, and develop and maintain relationships.

Start date will be July 5, 2010 (negotiable). Salary will be commensurate with education and experience. Please include with your resume: a letter of application – quoting **Competition #09/152N**, salary expectations and a minimum of three references. Applications will be received **until 4:00 p.m., June 25, 2010** by:

Mr. Joe Weleschuk  
Assistant Superintendent – Human Resource Services  
Elk Island Catholic S.R.D. #41  
160 Festival Way  
Sherwood Park, Alberta  
Fax: (780) 467-5469 / Email: [apply@eics.ab.ca](mailto:apply@eics.ab.ca)

*We thank all applicants for their interest but only those being considered to advance in the selection process will be contacted.*

## **POSITION DESCRIPTION**

### **ROLE DESCRIPTION**

Under the direction and supervision of the Director of Technology Services, the Software Support Analyst will provide leadership and support for all Division administrative applications. The Software Support Analyst will be responsible for the planning, development, maintenance and operational support of a Division application implementation plan.

### **KNOWLEDGE, EDUCATION AND EXPERIENCE**

The Software Support Analyst should have the minimum of a high school diploma and post-secondary certification in Office Administration Technology. The incumbent should have considerable on the job experience allowing for a high level of knowledge in specific

Administrative Applications being supported by the Division and Alberta Education (eg. SASIxp & associated software, Edulink, Racers, as well as future applications such as Student Achieve, Illuminate and Bellamy PowerSchool). It is an expectation that the individual in this position would have a strong knowledge of processes used to track, integrate and report data within/outside the organization. Proficiency in the use of office support software (i.e. Windows Word, Excel, Access and Internet tools) and a high level of understanding of internal file structures and management of data contained in those files is required. The Software Support Analyst should have a strong understanding and use of query languages, sound knowledge of business practices used in an educational environment as well as relational data base knowledge. The incumbent will have a strong knowledge of FOIP and its direct effect on the position's job responsibilities.

The incumbent must be self-motivated with the ability to prioritize and execute tasks in a timely manner. This individual must be able to work in a team-oriented, collaborative environment and possess a strong understanding of positive customer relations and support roles in the Division. The Software Support Analyst must be able to develop and maintain relationships, and provide motivation to others. Professional communication and presentation skills are required as well as strong time-management, organizational, analytical and problem solving skills. It is expected that the Software Support Analyst will be committed to both professional development and training to enhance job performance.

## **DUTIES AND RESPONSIBILITIES**

1. Train Division administrative staff in Administrative Applications such as SASIxp, PowerSchool, Bellamy, Microsoft Office and Groupwise. This position will also research new application solutions for all administrative technology functions.
2. Provide high-level problem definition and resolution to all users of student record support applications within the Division. This includes telephone and onsite operational support, as well as the participation in the training of users as required.
3. Develop and foster ongoing relationships between all division departments and school sites to ensure proper coordination of activities concerning student records.
4. Create and coordinate procedures that support users in defining and resolving problems and concerns in accordance with school board policies and business processes driving the operational management of student records.
5. Collaborate with Assistant Superintendent, Student Services to ensure proper student coding and support Division funding initiatives with Alberta Education. Provide ongoing operational support and participate in training as required to ensure that problems are defined, resolved and documented.
6. Mentor and guide all levels of users in attaining a high level of commitment to established procedures, policies and standards, helping to ensure the timeliness, validity and integrity of the Division data files.

7. Coordinate, validate and integrate all data prior to transfer; liaise with users to direct the corrective process ensuring that all data transfers are valid, archive data files for reference or immediate retrieval in collaboration with the Assistant Superintendent, Student Services.
8. Enhance technical knowledge required to provide operational support and participation in training for evolving software applications used by EICS.
9. Demonstrate versatility and professionalism to maintain the highest level of user confidence and support Technology Services accountability to ensure trust.
10. Provide high level problem definition and resolution to all users of Student Achieve, PowerSchool and Illuminate software. This includes telephone and on-site operational support, as well as liaison work with the software providers
11. Responsible for the scheduling and managing of all data being gathered, checked and transferred to and from Alberta Learning. This data encompasses enrolment registration, tracking information and SIS Registration, Mark Submissions, Return Registrations and Return Mark files required for all Schools within the Division.
12. Participates in direct day to day high-level support, both by telephone and on-site, providing problem definition and resolution for all applications associated with student records within the Division. Design, develop and deliver software applications training programs and individual mentoring.
13. Develop and deliver courses for new and existing software applications including all course materials.
14. Develop an Administration Application training implementation plan under the supervision of the Director of Technology Services,
15. Establish and maintain a database to track training participants' status and results.