



Connect Job Description

Title: Infinite Campus Support Specialist

Reports to: Lead Support Specialist

Position Summary:

The role supports the efficient operation of the Infinite Campus (IC) system by managing and responding to Connect IC helpdesk inquiries, providing EMIS/CORE IC support, and delivering professional training and documentation for IC SIS Districts. This position is key to ensuring a smooth, responsive, and service-oriented experience for IC users, while collaborating with stakeholders to maintain the accuracy and functionality of the IC database.

Essential Responsibilities:

Infinite Campus Support:

- Respond promptly and professionally to helpdesk inquiries, offering solutions and troubleshooting issues to ensure minimal disruption for users.
- Partner with district and building-level stakeholders to maintain and manage IC databases effectively.
- Collaborate with IC Support on escalated helpdesk tickets and district-specific needs to ensure timely resolutions.
- Assist in testing, managing, and communicating IC updates and system changes to district staff.
- Develop, deliver, and communicate comprehensive documentation and training materials to ensure IC users are well-equipped and informed.
- Assist in generating and interpreting reports, as well as updating student information data.
- Demonstrate a strong understanding of data imports and exports from the student database for integration with other district systems.
- Provide expert support, troubleshooting, and training on EMIS-related issues.
- Perform other duties as assigned.

Innovation and Team Collaboration:

- Stay updated on the latest technical trends and developments in IC processing and reporting, sharing relevant information with appropriate staff.
- Maintain up-to-date knowledge of software and technology as it relates to IC operations and functions.
- Collaborate effectively within the team and department, ensuring activities are aligned with district goals and departmental/organizational objectives.
- Actively participate in meetings and training, adapt to changes proactively, and take on additional duties as needed.

Qualifications:

- **Education:** High school diploma or equivalent industry experience.
- **Experience:**
 - 3-5 years of experience working with Infinite Campus, preferred.
 - Proficiency with Excel, Google Workspace, PowerPoint, and other productivity tools.
 - Familiarity with managing student data and other school-related data systems.
 - Experience in helpdesk support or technical troubleshooting roles.

**Key Competencies:**

- Strong communication skills, capable of engaging with stakeholders at all levels.
- Proactive, forward-thinking, and committed to driving continuous improvement.
- Detail-oriented, highly motivated, and able to manage multiple tasks while supporting team members.
- Ability to prioritize work and manage time efficiently in a fast-paced environment.
- Strong problem-solving skills and ability to think critically.
- Self-motivated, disciplined, and able to take initiative.
- Skilled in building and refining processes to improve operations.
- Comfortable working independently and collaboratively within a team.
- Excellent verbal and written communication skills, essential for delivering high-quality support and training.

Contract Length:

12 months

Salary:

To be determined

To Apply:

Please email your resume and cover letter to jobs@ohconnect.org and include the job title in the subject.

Connect is an equal opportunity employer. This job description identifies general responsibilities and is not intended to be a complete list of all duties performed. This document is subject to change in response to staffing factors, funding variables, modified operating procedures, and unforeseen events.