



## **Admin Support Plan Specialist – State Reporting (IN/WI)**

Full-time (40 hours; 5 days/week)

Exempt

Remote work

Reports to: VP of Support Services

A dedicated, technically skilled candidate with excellent interpersonal skills to address submission of tickets and special projects for MBA (Marcia Brenner Associates) Admin Support Plan Customers. The qualified candidate is process-oriented and focuses on ensuring that each support ticket is thoroughly reviewed and provided a clear resolution in a timely manner.

Regular collaboration with team members and other internal staff to identify and resolve questions and reported issues with core PowerSchool and/or State Reporting. Success in this role will be demonstrated by maintaining core PowerSchool knowledge, providing quality responses in a timely manner, maintaining expected ticket volume, and being passionate about customer service.

In this fast paced, customer-facing position, professional written and oral communication is a priority. Clear and concise documentation is required for all job duties. A motivated leader with strong organizational and prioritization ability will excel in this role.

### **Responsibilities:**

- Admin Support Plan
  - Promptly respond to customer queries, identifying issues, and answering questions
  - Provide customers detailed action steps to resolve a problem and verify resolution
  - Attend regularly scheduled support meetings to be aware of other issues and provide feedback
  - Consistently increase knowledge of core PowerSchool leading to additional troubleshooting skills
  - Immediately escalate serious complaints or issues
  - Always respect client confidentiality

### **Essential Functions:**

- Prior experience in PowerSchool support or administration
- Knowledge/experience with Ed-Fi/DEX State Reporting Processes
  - Indiana and/or Wisconsin preferred
- Competent technical skills (database, table structures, PS core tables, extended tables, etc.)
- Proficient in Windows/Mac OS
- Experience with remote desktop applications and help desk software
- Excellent written and oral communication skills
- Ability to effectively communicate complex information
- Analytical and critical thinking
- Keen attention to detail
- Problem-solving aptitude
- Ability to work under time constraints

- Strong emphasis on organizational skills
- Ability to work on a team and individually with minimal supervision
- Work on multiple projects simultaneously while meeting tight deadlines
- Must be able to sit for extended periods of time