



April 16, 2025

**POSITION OPENING: Business Support Specialist
(2 positions available)**

IN THIS ROLE:

We are seeking an energetic, collaborative team member with a passion for technology and customer service. You will provide support and assistance to users of Oakland Schools' student administration and assessment software packages.

If you are a motivated self-starter who can deliver outstanding customer service and values the work in the educational system, apply today!

WHAT WE NEED:

- Performs first-level assistance and consultation to customers on a variety of application and business process matters including resolution of system problems. Recommends system changes, as appropriate.
- Analyzes basic data information in relation to assigned functional areas in order to incorporate an understanding of user implications.
- Responds to a variety of data and information requests; creates customized queries and reports as needed.
- Performs acceptance testing of configuration changes and application enhancements and releases.
- Assists in training workshops to inform customers of product enhancements and new products/services; ensures efficient utilization within the workplace of new and existing functionality and software applications.
- Acts as a liaison between the Technology Department and customers.
- Recommends and executes business solutions for functional, technical, or process issues.
- Maintains knowledge of federal, state and local mandates including reporting requirements related to business areas. Recommends system changes to ensure compliance, as appropriate.
- Performs other duties, as assigned.

WHAT YOU NEED:

- Associate degree and a minimum of two years of related experience; or equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
- Experience supporting users on Student Information Systems, ERP systems or other large software applications.
- Above average analytical skills, verbal and written communication skills.

SALARY DETAILS:

\$59,666 - \$69,195 annually based on relevant prior work experience, with the potential to earn up to \$74,513 after employment with Oakland Schools.

Exempt position / 12-month work year.

OaklandSchools

oakland.k12.mi.us | 248.209.2000 | 2111 Pontiac Lake Rd., Waterford, MI 48328

WHY WORK FOR OS?

Aside from working with talented experts on important initiatives, when you join Oakland Schools, you'll also get these great benefits:



Pension Plan

OS offers the opportunity to enroll in a pension plan to help support your financial stability.



Professional Learning

OS provides various professional learning opportunities to advance your skill sets with education development.



Full Health Coverage

High quality, low-cost health insurance plans. Employer paid dental, vision, life insurance, short and long-term disability, and well-being benefits



Flexible Vacation Time

Experience built-in vacation, including time off for winter and spring break and generous leave time, so you can have a healthy work-life balance.



Wellbeing Program

OS utilizes a holistic approach to provide resources that support the wellbeing of our employees.



Other Perks

You're eligible for preferred pricing on pet insurance, legal coverage for most of your legal needs, and additional life insurance.

WHO WE ARE:

Oakland Schools (OS) is an Intermediate School District (ISD) focused on providing educational and technology services to local school districts in a cost-effective manner to provide students with a superior education. We also operate our Oakland Schools Technical Campuses (OSTC) and Virtual Learning Academy Consortium (VLAC). You will help students have the best learning experience possible through your work at OS! To learn more about us, visit <https://www.oakland.k12.mi.us/about>.

HOW TO APPLY:

To apply, please use the [Oakland Human Resource Consortium \(OHRC\) website](#). You will need to make an account on the OHRC website to apply.

Oakland Schools is a member of the OHRC. Once you create your account, you will be able to apply for positions within our district as well as positions available through other member districts. All applications must be completed on the OHRC website. Please do not email or fax application materials to Oakland Schools.

POSITION DEADLINE: Applications will be accepted until **April 30, 2025**.

NOTE: Interested candidates must be available to interview mid to late May.

For questions regarding this position, please contact recruiting@oakland.k12.mi.us

In accordance with state and federal law, Oakland Schools does not discriminate, nor permit discrimination, on the basis of race, color, national origin, ethnicity, religion, sex, pregnancy or parental status, gender identity, gender expression, sexual orientation, disability, age, height, weight, marital status, military service, veteran status, genetic information, or any other legally protected status, in its educational programs and activities, employment, or enrollment. The District also provides equal access to the Boy Scouts and other designated youth groups. For questions or complaints regarding unlawful discrimination or harassment, employees should contact the Assistant Superintendent of Human Resources, Personnel Management and Labor Relations at (248) 209-2429 or HR@oakland.k12.mi.us. Students and others should contact the Civil Rights/Title IX Coordinator at (248) 209-2590 or Jacqueline.Zablocki@oakland.k12.mi.us.

This job posting is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified. Incumbents may be asked to perform additional duties as required by his/her supervisor.