

Application Support Technician

IN THIS ROLE:

Provide operational support, data quality services, training, and assistance to users of the information systems supported by the Information Technology Consortium.

QUALIFICATIONS

Education

Associate's Degree or three (3) years of related experience required.

Experience Required

- Minimum of two (2) years of related experience working in information systems support.
- Demonstrated experience in customer service with an emphasis on problem-solving.
- Demonstrated experience in developing and providing individual and group training.
- Demonstrated ability to meet stringent timelines.

Required Special Skills and Training

- Ability to travel to and work at Michigan districts as needed.
- Demonstrated consultation, training, group facilitation, and process skills.
- Demonstrated verbal and written communication skills.
- Demonstrated skill working with diverse populations.
- Proficiency in using the Microsoft Windows desktop operating system and Windows-based software.

COMPENSATION:

WCSSF 12-Month Salary Schedule, Schedule D (\$53,650 - \$81,196) and a comprehensive and competitive benefits package including health/dental/vision/life and long-term disability insurance. 19 paid holidays, generous time off, and [Membership in the Michigan Public Schools Employee Retirement System](#). The position is represented by Wayne County Salaried Staff Federation Local 4479 (WCSSF). The Collective Bargaining Agreement and additional information regarding employer-sponsored health care plans can be found under [Transparency Reporting](#).

APPLICATION PROCESS AND TIMELINE:

Internal and external applicants must complete and submit an online application at:

<https://www.applitrack.com/resa/onlineapp/JobPostings/view.asp?FromAdmin=true&AppliTrackJobId=28604> (Job ID # 28604) in order to be considered. This posting is open until filled.

One of the openings will be located at Livingston Educational Service Agency – 1425 W. Grand River Ave., Howell, MI 48843

SPECIFIC DUTIES AND RESPONSIBILITIES OF THIS ROLE:

- Provide training, coordinating, monitoring, problem-solving, and operational support to users of information systems provided by the Information Technology Consortium both at school district sites and from Wayne RESA offices.



33500 Van Born Rd.
Wayne, MI 48184



(734) 334-1560 Fax
(734) 334-1562 HR Hotline



www.resa.net

Board of Education: James S. Beri • Mary E. Blackmon • Danielle Funderburg • Lynda S. Jackson • James Petrie

Daveda J. Colbert, Ph.D., Superintendent

Wayne RESA is an equal opportunity employer.

- Managing supported applications; managing system upgrades; developing reports; managing data requests; providing federal, state, and ISD compliance and statistical reports; and assisting in error resolution responsibilities and managing resolution process for local districts.
- Assist the customer with their responsibility to document the accuracy of membership counted for state aid, including gathering and disseminating requested materials to the pupil membership auditor.
- Coordinate and monitor required district, building, program, and individual documentation required to verify mandated compliance reporting.
- Act as a liaison between end-users and Information Technology department.
- Conduct operational training sessions for end-users.
- Assess, recommend, implement, and document software and system changes to facilitate improvements in accuracy and efficiency in information management processes.
- Work as first-level help desk support for the RESA information systems.
- Perform acceptance testing of software enhancements and new software releases.
- Assist districts in the creation of specialized reports using reporting tools as needed.
- Prepare and maintain user documentation and procedures.
- Assist clients in ensuring timely preparation and filing of required governmental reports.
- Maintain knowledge of legal mandates, including reporting requirements related to assigned focus areas.
- Regular and predictable attendance.
- Perform other duties as assigned.

[Click here for the job description](#)

TITLE IX NOTICE OF NON-DISCRIMINATION BASED ON SEX IN EDUCATION PROGRAMS AND ACTIVITIES

Wayne RESA does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates, as required by Title IX and its regulations, including in admission and employment.

Inquiries about Title IX may be referred to Wayne RESA's Title IX Coordinator, the U.S. Department of Education's Office for Civil Rights, or both.

Wayne RESA's Title IX Coordinator is Rena Corum, Human Resource Manager, 33500 Van Born Road, Wayne MI 48184. Email: corumr@resa.net or Phone: 734-334-1374.

Wayne RESA's nondiscrimination policy and grievance procedures can be located at <https://www.resa.net/administrative-support/title-ix>

To report information about conduct that may constitute sex discrimination or make a complaint of sex discrimination under Title IX, please refer to <https://www.resa.net/administrative-support/title-ix>.

Enhancing Education in our Diverse County

Wayne RESA is a regional educational service agency that provides a broad range of services and support to Wayne County's 33 school districts and 97 public school academies aimed at improving student achievement and maximizing economies of scale in staff development, purchasing, and administrative services.

OUR MISSION

Wayne RESA is committed to leadership through service and collaboration for excellence in teaching and learning for all.

OUR VISION

Leading ... Learning for All.

OUR BELIEFS

We believe Leadership is the foundation of our organization

We believe Service is the core of our work

We believe Collaboration is essential to our success

We believe in the pursuit of Excellence

[Read more about who we are and what we do](#)

Originally Posted - 10/30/2024

Revised Posting – 1/8/2025