

CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION

Job Title: Computer Operations Coordinator
Child Nutrition

Department: Child Nutrition

Grade J
H.P.D. 7.5
D.P.Y. 260

Job Description

Date Reviewed: January 2023

Reports To: Child Nutrition
Equipment Manager

Purpose of Job

The purpose of this job is to coordinate all Child Nutrition Department district-wide computer and software needs and provide overall general support to the Child Nutrition Department for the ultimate health, comfort, and benefit of all students. Duties and responsibilities include but are not limited to; implementing various computer software programs, acting as liaison between the Child Nutrition Department and Technology Department to communicate general needs, researching and reporting departmental computer needs to the Child Nutrition Director, installing upgrades, importing/exporting student files, creating confidential reports/spreadsheets for departmental needs, troubleshooting computer issues, resolving accounting related issues within the software, assisting managers with bank deposit reconciliations within the software, providing detailed instructions/training to Child Nutrition staff on multiple topics related to position, and providing responsive support for the computer users throughout the cafeterias.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Coordinates with District network administrators on network utilization to ensure the Cafeteria computers and monitoring systems are properly assigned and have access to the network.

Coordinates and assists in server maintenance, upgrades and troubleshooting with district System administrators.

Functions as the central point of information with regard to department technical issues

Coordinates with software vendor to facilitate software and Database repairs

Coordinates with software vendor to create recommended additions and corrections to current modules to help enhance the effectiveness of the software.

Conducts repairs and necessary replacements, and/or upgrades of hardware and software at user sites.

Installs hardware and software on all Child Nutrition Department computer systems and provides necessary updates.

Maintains a working knowledge of various computer equipment and software programs. Attends training sessions as needed.

Research system requirements, purchases components, and builds computers for workstations and point of sale systems that meet or exceed the requirements of current and future software needs.

Provides users with hardware/software support and instruction on computer and software utilization

Performs routine maintenance and upgrades on software programs and reports; tests/troubleshoots for errors.

Implements roll over process during the summer months for cafeterias and free and reduced program.

Imports student database files and imports direct certification files-identifies duplicates and “cleans up” files before transmission to sites.

Ensures the data imported and maintained meets Federal, State and District requirements

Imports or takes students photos for Point of Sale System.

Assist in bid process.

Assist in processing Free and Reduced Priced Meal Applications.

Assist in data collections for Free and Reduced Priced Meals.

Assists sites in accounting for monetary discrepancies and facilitates correction of transactions at point of sales

Assists managers and accountants in researching and correcting financial variances within bank deposits to reflect correct amounts and balance the daily bank deposits.

Performs customer service support/troubleshooting for district parents/guardians/staff in the use of our parent online payment software system.

Reviews and corrects duplicate reimbursable meals for the district.

Assists in monitoring and maintaining the Inventory control module within the software

Sets-up all user accounts and permissions on the Department Server and within the software

Composes documents to relate instructions, training, and procedures for internal dissemination as needed

Addresses and resolves concerns at the district level of parents/guardians and staff as they relate to position

Implementation of nutrient analysis program.

Install and Maintain Freezer Cooler monitoring system/monitors for alarms.

On call at a moment's notice—must be willing to work flex schedules varying from early morning to late afternoon and evening to accommodate the needs of the department.

Creates/maintains surplus equipment list for auctions and provides information to property control for proper accountability and tracking.

Additional Job Functions

Performs other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree preferred in Computer Technology/Science with three plus years' experience, or any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for this job. A+ Certification required. Experience installing, updating, and troubleshooting hardware and software on various devices while providing great customer service. Accounting/Financial experience/knowledge within software applications highly preferred. Valid driver's license required.

KNOWLEDGE OF JOB

Has considerable knowledge of the policies, procedures, and activities of the School System and Child Nutrition Department practices as they pertain to the performance of duties relating to the job of Computer Operations Coordinator-Child Nutrition. Has thorough knowledge of child Nutrition Department practices as necessary in the completion of daily responsibilities. Keeps abreast of changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operation and activities. Is able to effectively communicate and interact with supervisors, members of the general public and all other groups involved in the activities of the department. Has good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Is knowledgeable and proficient with computers. Is willing to participate actively in the Food Service Organization-to include attending conferences and seminars to benefit the food service operation and the computer operations.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 40 pounds, standing, sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read

informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;

- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Employee's Munis Number

Date

Date