



MAISA

MICHIGAN ASSOCIATION
OF INTERMEDIATE SCHOOL
ADMINISTRATORS

SUPPORTING REGIONAL EDUCATION SERVICE AGENCIES

Job Title: Application Implementation and Support

Reports To: Project Director of Student Supports

Start Date of Position: November 1, 2024

Location: Remote with regular daily and overnight at on-site locations across Michigan

Position Overview: We seek a highly skilled and motivated Application Implementation and Support Specialist to join our dynamic team. The successful candidate will be responsible for implementing and supporting our suite of software applications, ensuring seamless integration, and providing exceptional technical support to our clients.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, Education, or related field.
- Proven experience in application implementation, configuration, and technical support, preferably in a software development or IT consulting environment.
- Excellent problem-solving skills with the ability to troubleshoot complex technical issues and provide innovative solutions.
- Experience with supporting student information systems, Ed-Fi Alliance data standards, data quality assurances, and application troubleshooting.
- Exceptional communication skills, both verbal and written, with the ability to interact effectively with clients and internal stakeholders.
- Ability to work independently with minimal supervision and as part of a collaborative team.
- Strong organizational skills with the ability to manage multiple projects and priorities simultaneously.
- Preferred Experiences
 - a. Student Information System (PowerSchool, Skyward, MiSTAR, Infinite Campus, and/or Synergy)
 - b. Michigan DataHub integration management
 - c. Michigan State Reporting
 - d. Cloud platforms (e.g., AWS, Azure, Google Cloud)
 - e. Familiarity with DevOps practices.

Essential Functions and Responsibilities:

- Implementing and configuring software applications according to client requirements and specifications.
- Collaborating with clients to gather requirements, define project scope, and develop implementation plans.
- Conducting system testing and troubleshooting to ensure software functionality and performance meet quality standards.
- Providing technical support to clients via phone, email, or onsite visits, addressing inquiries, issues, and resolving technical challenges promptly and effectively.
- Provide technical assistance for district data integrations and MiCH Actionable Data Applications via the Michigan DataHub.
- Collaborating with cross-functional teams, including developers, project managers, and quality assurance, to ensure successful project delivery.
- Developing and maintaining technical documentation, user guides, and client training materials.

- Participating in software release management activities, including upgrades, patches, and enhancements.
- Identifying opportunities for process improvement and optimization to enhance the overall client experience.
- Staying updated on industry trends, best practices, and emerging technologies related to application implementation and support.

Professional competencies desired:

- Excellent communication skills with the ability to present and explain design decisions.
- Ability to work both independently and collaboratively in a fast-paced environment.
- Attention to detail and a passion for creating exceptional user experiences.

Wages and Benefits: An annual salary of \$75,000, 401k contribution, paid time off, and medical benefits included.

Conditions: This is an at-will position and can be terminated by either party with ten days written notice.

How to Apply:

Interested individuals should send a letter of interest and resume by October 11, 2024 to:

John Severson, Ph.D.,
Executive Director, MAISA
1001 Centennial Way, Suite 300
Lansing, MI 48917

Submissions can be sent electronically to:

support@gomaisa.org