



Employment Opportunity

The Management Council of the Ohio Education Computer Network

Seeks: Wordpress Specialist (Technology Support Specialist)

Effective: August 9, 2019

Application Deadline: September 2, 2019 at 5:00 pm

The Management Council of the Ohio Education Computer Network seeks an innovative and enthusiastic Wordpress Specialist to join our Customer Services & Support Division. The Customer Services and Support team provides training, technical assistance, and support for programs of the Management Council and our customers.

The successful candidate will have demonstrated experience on websites with 10,000 or more visitors per month, be responsible for back-end and front-end development including installing WordPress themes and plugins, have a combination of programming skills (namely PHP, HTML/HTML5, CSS/CSS3, and JavaScript/jQuery) and aesthetics skills (understanding element arrangements on the screen, the color and font choices, etc.) and have a strong understanding of industry trends and content management systems. An understanding of the entire web development process and experience with tools/plugins such as Elementor Pro, Gravity Forms & Gravity View, WordFence, WooCommerce and SlimStats is preferred.

Qualifications

- A minimum of a bachelor's degree in a technical major
- A minimum of five years of experience and working knowledge using Wordpress and related web tools
- Applicant is expected to describe, document and demonstrate:
 - technical knowledge of websites
 - excellent organization and time management skills
 - ability to work independently and collaboratively with team members
 - excellent writing, communications and presentation skills

This full-time exempt position (261 Days) includes a salary commensurate with education, experience and the successful candidate's potential for excellence. The anticipated salary range for the position is \$55,000 to \$70,000 per year. This will be a primarily work from home position with occasional travel throughout Ohio.

The position description is below and is available on www.mcoecn.org/careers site while this opportunity is open. Interested professionals should submit a cover letter and current resume by the posting deadline to: Greg Buddelmeyer (HR@managementcouncil.org).

The Management Council reserves the right to not fill or to repost the position if a successful candidate is not found. Every consideration will be given to underrepresented and nontraditional candidates. The Management Council does not discriminate on the basis of race, color, national origin, sex, disability, age, religion, military status, ancestry, genetic information or any other legally protected category in its employment decisions.

About the Management Council and the Ohio Education Computer Network

Ohio's Information Technology Centers (ITCs) work together through a statewide network known as the Ohio Education Computer Network (OECN). The Management Council represents and supports the collaborative efforts of the OECN, which implements a broad spectrum of academic and administrative technologies across Ohio's PreK-12 education system. While the ITCs and the Management Council are the key components of the OECN, other organizations collaborate in the OECN, including the Ohio Department of Education and OARnet. Ohio district and school customers are the primary beneficiaries of the system of services and support from organizations of the OECN.



Job Description
Technology Support Specialist
Management Council of the Ohio Education Computer Network

Reports To: A Director of the Management Council

Overview: Provide technical support for technology and tools used for various programs and initiatives of the Management Council, including application platforms, technical infrastructure, third-party applications, and integrations. Maintain relevant technical skills and general knowledge for technologies, tools, and practices in IT that apply to one or more program. Assist in developing technical standards and guidelines.

Specific Duties:

1. Perform as an effective member of the Management Council team. Work as an integral member on other Management Council teams as assigned.
2. Conduct all work in a professional manner through excellent interpersonal skills, effective communication, courteous manners, a positive attitude, and cooperative demeanor.
3. Perform assigned tasks for supporting the technology and operations of various programs including, but not limited to:
 - a. Execute on program roadmaps, change and release schedules, and continuous improvement initiatives.
 - b. Research, test, advise on, and maintain standards and guidelines for technology and security.
 - c. Maintain program specific configurations and customizations.
 - d. Be vigilant with regards to the security posture and operation of all applications and programs.
4. Review internal and external customer requirements, associated solution alternatives, technical specifications, user acceptance testing plans, and other project documentation.
5. Analyze, resolve, and document technical issues and reoccurring problems for program implementations.
6. Balance on-going workload, effectively manage multiple tasks, and perform some tasks and activities after-hours and during off-hours as required and requested.
7. Participates in on-going professional development as stipulated by the Management Council.
8. The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment with MCOECN.
9. Demonstrate professional ethical behavior and serve as an appropriate representative of MCOECN. Adhere to all the rules and regulations of MCOECN and the State of Ohio.
10. Perform such other relevant duties as may be assigned by their supervisor.

Typical Performance Measures:

1. Performance of job duties in a consistently high manner.
2. Active participation in team meetings, professional development, and other collaborative activities.
3. Demonstrated willingness to provide skills, expertise, and experience in support of team members and MCOECN staff.
4. Volunteers to lead or serve on projects of MCOECN or ITCs.
5. Displays a positive attitude and is considerate and professional in sharing ideas and discussing ideas proposed by others.
6. Meets or exceeds any standard benchmarks available for evaluation of performance.

Qualifications:

1. Four to six years of post-secondary education or equivalent experiences.
2. Five to ten years experience working with and supporting technology, tools, and solutions in education or similar industry.
3. Excellent skills using all Microsoft Office applications including Outlook, Word, Excel, PowerPoint, and others applications.
4. Experience installing and supporting enterprise service management platforms or other large-scale platforms.
5. Understanding and experience supporting environments that use VMware, MS SQL, MS Exchange and IIS is desirable.
6. Understanding and experience supporting environments that use Apache web server, PHP, Javascript, JQuery, and Wordpress are desirable.
7. Understanding Web Services and REST API development and testing.
8. Proven ability to learn, understand, and apply technical subjects including new tools and emerging technology solutions.
9. Must be highly motivated and eager to learn.
10. Must be able to work with minimal supervision and complete all assigned tasks in a timely manner with high-quality documentation.
11. Ability to drive and travel throughout Ohio.
12. This position will require the ability to lift and move equipment weighing 30-50lbs.

Position Status:

1. This has been determined to be a non-exempt position under the Fair Labor Standards Act.
2. This is a 12-month position and is evaluated annually.