Position Description

Purpose

- To provide administrative and operational support for the Mentone Girls’ Grammar School management system (Synergetic) and associated applications. Activities include user support, training and data management, entry and retrieval and reporting. This position is part time, working three days per week.

Reporting Line

- IT Team Leader

Responsibilities

- General maintenance and operation of Synergetic as required in the day to day running of the School.
- Act as first point of contact for staff requiring support
- Provide or arrange training for staff as required
- Develop protocols and user documentation for data entry
- Support and assist users to maintain integrity of data
- Perform data entry relating to student records, family records and Advancement and Philanthropy department
- Assist in the co-ordination of bulk communications
- Compile statutory and other compliance reports for submission as required
- Perform routine system maintenance
- Liaise with software vendors for the purpose of trouble shooting and fault recording
- Co-ordinate system upgrades
- Gathering of data for change requests
- Ensure integrity of all data
- Create new semesters and set default semesters for all Synergetic users.
- Create and/or modify Crystal Reports and Queries to extract data for various purposes
- Work with vendors to build complex reports as required.
- Work in consultation with IT Services staff and Curriculum Services staff to ensure smooth operation of dependent systems including the mConnect portal.
- Maintain an awareness of product development roadmaps and advocate, on behalf of the school, for needed features.
- Maintain and manage user rights in consultation with IT Services and Senior Management to ensure that privacy of records is preserved while database users access what is needed to perform their roles

Qualifications and Experience

- Extensive skills in the use of Synergetic or other school Management systems
- MS Office suite skills to a high level
- Experience and expertise in Crystal Reports, MS Query and other database tools
- Excellent problem solving skills
• Accurate alpha-numeric data entry skills
• Experience in a similar role in a school or other environment
• Up to date knowledge of Synergetic developments/roadmap

Behaviours

• High level organisational and time management skills, including excellent attention to detail
• Commitment to maintaining confidentiality on sensitive matters
• An ability to establish own work schedule and set priorities in accordance with operational directions, guidelines and procedures
• Demonstrated ability to pro-actively seek solutions from a variety of sources
• Maintain user rights in consultation with senior IT services staff
• Embody Mentone Girls’ Grammar School WAVES values and priorities

Date Prepared

February 2015