

Food Service Software Support Technician

Position Details

Class Code: 5117

Job Family: Food Service

Classification: Support Professional

Terms of Employment: [Pay Grade 52 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, responsible for providing technical assistance and support related to Food Service software programs, computer systems, and hardware.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Responds to queries, runs diagnostics, isolates problems, and determines and implements solutions.
2. Provides technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
3. Responds to queries over the phone, provides step-by-step guidance, and directs users to take specific actions to define and resolve basic food service software issues.
4. Develops Food Service technical training manuals.
5. Analyzes and evaluates support requests for recurring problems; makes recommendations, takes corrective action, or seeks assistance from appropriate resources.

6. Serves as resource person to all Food Service Employees for Systems Applications and Products in Data Processing (SAP) issues.
 7. Assist in the monitoring of software relating to the National School Lunch Program (NSLP).
 8. Assists with the implementation of Food Service software programs and updates.
 9. Conforms to safety standards, as prescribed.
 10. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Involves resolution of software issues impacting food service programs at central kitchen, school kitchens, as well as schools on the dish-up or satellite programs.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of federal and state guidelines relating to National School Lunch Program.
 2. Knowledge of SAP catalog.
 3. Knowledge of Food Service software programs.
 4. Ability to read, write, and communicate in English.
 5. Ability to effectively communicate technical issues by phone or in person.
 6. Ability to communicate effectively both verbally and in writing.
 7. Ability to plan and organize work and maintain organized and accurate records.
 8. Ability to maintain and ensure integrity and confidentiality of information.
 9. Ability to meet deadlines.
 10. Ability to work flexible hours and shifts.
 11. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.).
2. Three (3) years of experience working with the National School Lunch Program and Child Nutrition, which includes one (1) year of experience working with and

providing support and troubleshooting assistance for Food Service Software (i.e., Point of Service Software, Payroll time keeping Software, and Free and Reduced Meal Benefit Software).

Licenses and Certifications

1. A valid driver's license or state-issued identification card.
2. Current Southern Nevada Health District (SNHD) Food Handler Safety Training Card at time of hire. Health Card must be maintained or the duration of the assignment.

Preferred Qualifications

Experience as a Food Service Manager and Senior Food Service Worker.

Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
 2. High school graduation or other equivalent (i.e., GED foreign equivalency, etc.).
 3. Valid SNHD Food Handler Safety Training Card.
 4. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

Clark County School District – Food Service Central Office, Schools, and other District facilities.

Work Environment

Strength

Sedentary to medium - exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, carrying, crawling, stooping, kneeling, crouching, reaching, handling, repetitive fine motor activities, climbing, and balancing. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Vision: Frequent near and far acuity, and color vision. Vision to read

printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting to work outdoors with temperatures ranging from mild/moderate to extreme cold/hot due to temperatures associated with kitchen areas (i.e., ovens, grills, refrigerators/freezers, etc.). Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers and software applications, telephones, fax machines, copy machines, scanners etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 05/05/23
- Created: 08/22/14