

**Wabash Area Development, Inc.**  
**Job Description**

**Job Title:** Technology/Documentation Support Specialist  
**Department:** Head Start/Early Head Start  
**Reports to:** Education Coordinator  
**Grade Level:** VII  
**Prepared by:** HS/EHS Director  
**Prepared date:** 7/21/21  
**Approved by:** Executive Director  
**Approved date:**

**Summary: The Technology/Documentation Support Specialist provides support for all HS/EHS staff with technology and service documentation to support high quality service delivery and service documentation. The position also includes providing support to counties when understaffed to provide short term services when needed.**

**Essential Duties and Responsibilities** are described below. Other duties may be assigned.

**Technology**

Perform maintenance and updates on all Head Start program related electronic devices.

Maintain list of technology inventory and assigned devices to staff

Monitor technology usage and report technical problems, issues, or concerns.

Provide prompt technology training to HS/EHS staff as needed with effective strategies.

Update technology with improved applications and updates are necessary.

Maintain annual antivirus protection on all technology devices.

Assist with uploading documents for Policy Council and Board Reports on agency iPads for meetings.

Setup of AV equipment, computing devices, sound systems, Apple TV's, printers, scanners, and other technological equipment.

Assist with technology equipment and set up for trainings.

**Documentation Support**

Monitor service entry documentation in database systems to ensure unified documentation processes.

Train staff on documentation expectations.

Provide data analysis with multiple program data sources.

Notify management of data trends, patterns, or concerns.

Communicate with supervisors to discuss improved documentation for the program as needed.

Provide reports to Policy Council and the Governing Board as requested.

### **Coverage of Services**

Provide intermittent coverage in counties due to extended staff absences to support service delivery.

Follow direction of site and/or center supervisor when covering services at county levels.

Implement Active Supervision of Children procedures to ensure each child is safe and accounted for at all times.

### **General Responsibilities**

Ensure staff are trained and are able to perform job duties by using up to date technology. Review and report data results and assist staff with consistent and reliable data entry practices. Provide coverage in classrooms and homebase settings when staffing ratios are low and are in need of support for improved quality services.

### **Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies:** To perform this job successfully, an individual should demonstrate the following competencies

Design – Demonstrates attention to detail.

Problem solving – Identifies and resolves problems in a timely manner; Develops alternative solutions; Gathers and analyzes information skillfully; Uses reason even when dealing with emotional topics.

Technical skills – Strives to continuously build knowledge and skills; Pursues training and development opportunities.

Interpersonal skills – Maintains confidentiality; Keeps emotions under control; Remains open to others' ideas and tries new things; Listens to others without interrupting; Respect others time and space.

Written communication – Writes clearly and informatively; Presents numerical data effectively.

Teamwork – Exhibits objectivity and openness to others' views; Contributes to building a positive team spirit; Balances team and individual responsibilities.

Cost consciousness – Develops and implements cost saving measures; Works within an approved budget.

Ethics – Treats people with respect; Upholds organizational values; Keeps commitments; Inspires trust of others; Works with integrity and ethically.

Organizational support – Follows policies and procedures; Supports organization's goals and values.

Planning/Organizing – Uses time efficiently; Prioritizes and plans work activities.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity – Completes work in a timely manner; Always willing to help others when feasible.

Safety and security – Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly; Determines appropriate action beyond guidelines.

Adaptability – Adapts to changes in the work environment: Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments; Understands the dynamics of the operation of a successful business.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Oral Communication – Listens and gets clarification; Participates in meetings.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must have a valid Illinois driver's license.

**Education and/or Experience:** Associate Degree required; technology and data entry experience, one to three months related experience in training preferred, must be able to provide coverage in classroom and homebase settings as needed.

**Language Skills:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** To perform this job successfully, we prefer the individual have knowledge of Internet browsers and Word processing software.

**Certificates, Licenses, Registrations:** Be currently enrolled in a food service sanitation class and be certified by the Illinois Department of Public Health upon completion of that class or currently have the Illinois Food Service Sanitation Certificate. Must have a valid Illinois driver's license.

**Other Skills and Abilities:** Prefer prior cooking experience cooking for large groups of people.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee is frequently required to stand; climb or balance, and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 lbs and occasionally lift and/or move up to 60 lbs. Specific vision abilities required by this job require close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to heat and fumes or airborne particles and risk of electric shock. The employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts and toxic or caustic chemicals. The noise level in the work environment is usually moderate.

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Staff Signature

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Date

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Supervisor's Signature

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Date