

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: NUTRITION SERVICES SYSTEMS SPECIALIST (Range 30)

BASIC FUNCTION:

Under the direction of an assigned supervisor, performs a variety of duties related to the operation of the District automated nutrition service system; is responsible for Nutrition Services online resources and tools (website and social media) and supporting all Point-of-Sale (POS) computing systems, hardware and software, throughout the District cafeterias.

REPRESENTATIVE DUTIES:

Update, install, support, and maintain hardware and software specific to Nutrition Services to ensure the workstation is operable when needed; ensure timely/reliable setup of equipment to ensure accuracy and reliability. *E*

Manage, troubleshoot and maintain the District automated nutrition service system; which includes online meal applications, online payment website, and Nutrition Services website; assist and train nutrition service personnel on the proper operation of the system; provide personal growth classes for employees. *E*

Monitor computer usage and connectivity within the Nutrition Services Department. *E*

Communicate with staff on the telephone to troubleshoot software and hardware; drive a vehicle to conduct work. *E*

Improve and update the publication and performance of all Nutrition Services websites. Plan site design by clarifying goals and designing functionality. *E*

Maintain, convert and optimize published documents for online use. Generate and revise web pages. Create, update, and manage online forms, spreadsheets, documents, and work orders. *E*

Responsible for developing content across owned and earned social channels. This could include blog posts, tweets, status updates, pins, photos and videos. *E*

Creates, manages and grows business presence across social media channels, including, but not limited to blogs, Twitter, Facebook, Pinterest, LinkedIn, YouTube and Instagram. *E*

Review proposals for new systems or the enhancement, improvement and/or replacement of existing systems, as directed.

Verifies and maintains workstation and POS inventory records and responsible for logging all equipment into spreadsheet. *E*

Oversees the warranty and return merchandise authorization processes for new equipment. *E*

Monitors closely school sites and Nutrition Services main office recurring problems and makes recommendations to management. Inform management of potential problems before they occur and communicate possible solutions. *E*

Manages services contracted with outside suppliers, such as estimating time and materials for major upgrades and repairs.

Analyze data issues on a variety of data systems, including student system, state reporting system, warehouse system, and application system. Use database management skills to import and export information as necessary following CALPADS and USDA regulations. *E*

Train staff as necessary on any component of the Nutrition Service system and computer software and hardware. (PCS Revenue Systems- District Database and School POS systems, Rocket Scan-Application Validation, Horizon-One Source). *E*

Install, test and evaluate third party software and hardware specific to Nutrition Services; diagnose problems and provide for updates; serve as Nutrition Services resource for training and evaluating software; represent Nutrition Services to software vendors. *E*

Serve as the help desk for Nutrition Services technical problems. Serve as a help desk for parents and community searching for Nutrition Services information. *E*

Monitor technology (hardware, software, and upgrades) closely. Make recommendations to management for upgrades and changes. (PCS Revenue Systems, Rocket Scan, Horizon). *E*

Work with Technology Services to create reports for district needs.

Perform maintenance on existing programs and procedures specific to Nutrition Services.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of a computer workstation and data entry techniques.

HTML, PHP, and CSS for website creation and updates.

Social media platforms, including, but not limited to Facebook, foursquare, Pinterest, Twitter, YouTube, Google+ and Path.

Interpersonal skills using tact, patience and courtesy.

Graphic design experience using tools such as Adobe Creative Suite and Expression Studio.

Organizational skills in file management with a large variety of file types.

Inventory methods and practices.

Telephone techniques and etiquette.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Personal computer workstation and server based peripherals.

Student information systems.

California state reporting standards and requirements.

ABILITY TO:

Perform with attention to detail and strong organizational and communication skills.

Diagnose and differentiate between hardware and software problems.

Manage and operate website and webpages.

Be proficient at resolving cross-browser compatibility issues.

Prioritize, set schedules, and meet timelines for assigned service requests.

Recover lost files, convert data across multiple file formats, and download updates such as drivers from the Internet.

Instruct users on ways to avoid their most common problems such as sharing files, routing output to shared peripherals, navigating the desktop, backing up their system, and managing their passwords.

Maintain current knowledge of program rules, regulations, requirements and restrictions.

Operate a variety of computer and peripheral equipment, including POS systems.

Work independently with little direction.

Learn new technologies and stay abreast of changes in the industry.

EDUCATION AND EXPERIENCE:

Associates Degree in Computer Science, 3 to 5 years related experience in hardware and software computing systems, or an equivalent combination of education and experience. Experience in food service operation is preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:**ENVIRONMENT:**

Office environment with travel between District sites.

Driving a vehicle to conduct work.

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a computer keyboard, mouse, and pointing devices.

Hearing and speaking to exchange information in person or on the telephone.

Sitting or standing for extended periods of time.

Seeing to monitor systems functions.

Reaching overhead, above the shoulders, and horizontally, bending at the waist, kneeling or crouching to service equipment.

Lifting and carrying moderately heavy equipment.

HAZARDS:

Exposure to electrical power supplies.

Extended viewing of computer monitor.