

**Job Title:** Support Programmer- (CNP)

**Reports To:** Immediate Supervisor

**Prepared By:** The Division of Human Resources

**Board Approved Date:**

**Pay Grade Range:** NU124

**Summary:** The Support Programmer is responsible for providing both hardware and software support for a PC network within the Child Nutrition Program Office and in the school cafeterias.

**Essential Duties and Responsibilities:**

- With instructions from the Network Manager, corrects problems on the local and wide area network in the Child Nutrition Program Office and in school cafeterias as they are added to the network.
- Assists in the installation and configuration of PC's and networking equipment at required sites.
- Assists in determining priority of assignments and completion dates of projects.
- Provides technical assistance for hardware/software purchasing, applications and problem resolution.
- Collaborates with Network Manager, Computer Training Coordinator, Computer Specialist and Data Specialist to provide effective delivery of networking services within the Child Nutrition Program Office and schools, including troubleshooting errors and problems on local and wide-area networks.
- Is willing to attend classes to keep up-to-date on the latest version of networking software used by the system.
- Maintains employee and computer equipment databases.
- Assists with payroll procedures and reports.
- Demonstrates the ability to work with the school community.
- Communicates positively with students, co-workers, school staff and parents
- Performs responsibilities and uses correct lines of communication within the school and school district.
- Displays willingness to upgrade job knowledge and skills.
- Attends and participates in job-related training.
- Applies knowledge and/or skills obtained from in-service training to performance on the job.



- Participates in job-related professional activities in the School Food Service Association.

**Other Duties:**

Other duties as assigned that are related to the functions of the position.

**Essential Functions/Qualifications/Requirements:****Education and Experience:**

Three years experience setting up hardware and installing software on PC's, installing and/or working on PC networks and applying diagnostic principles to correct problems on PC's and/or networks. A college degree in computer science or a related field may be substituted for the three years experience. Must possess an understanding of PC's, standard networking protocols and current telecommunication standards.

**Work Environment Conditions:**

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.

**Professional Conduct:**

The Employees are required to maintain a high standard of professional conduct. Breach of said professional conduct includes, but is not limited to, neglect of duty, dishonesty, engagement in acts that are contrary to East Baton Rouge Parish School System policy, unlawful activities, or any other conduct which is seriously prejudicial to the school system.

**Technological Abilities:**

To perform this job successfully, an individual must be proficient in general use of a computer, the use of Email as a form of communication, and other job-specific equipment, software, and/or applications.

Note: New employees coming to EBRPSS/current employees new to a position, must use the Verifent website to verify qualifying years of experience (outside of EBRPSS) aligned to the job description. All new employees to the district/current employees new to a position will receive 0



years of experience aligned to the job description until the verification of previous experience aligned to the job description is received.

[Verifient Link](#)

Experience verifications must be received in the Office of Human Resources within the first 6 months of employment in order to be eligible for a retroactive payment.