

Job Description

Job Title: Child Nutrition Support Specialist

Position Code: UE22

Job Classification: Exempt

Supervisor: Executive Director, Nutrition & Wellness

Pay Grade: 31

Contract Length: 245 Days

Job Summary

Under the direction of the Executive Director of Nutrition and Wellness, this position is responsible for the maintenance and repair of the computer hardware and OneSource software, in all school cafeterias

Essential Duties

1. Troubleshoots hardware, software, network, and operating system problems and provides on-going technical support to all school cafeterias.
2. Troubleshoots computer hardware problems and performs repairs to include replacement of standard available components. Maintains all parts.
3. Installs and maintains OneSource software operated in all school kitchens.
4. Troubleshoots, identifies, and resolves problems associated with OneSource software.
5. Works closely with Horizon Software to resolve OneSource software issues.
6. Sets up and configures hardware and installs new software on school computers.
7. Configures and maintains scheduled tasks such as on-line meal applications and meal pay plus.
8. Coordinate and perform training on all OneSource functionality.
9. Develops technical documentation such as quick tips, training curriculum for OneSource system users, and assists in the maintenance of OneSource user documents.
10. Models non-discriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties:

1. Performs any other related duties as assigned by the supervisor or other appropriate administrators.

Job Specifications

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, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and Abilities Required)

Must possess an Associates degree in computer science or related field and experience in computer and network support or any combination of education and experience that would provide the noted knowledge, skills, and, abilities. Extensive related experience in the field may substitute for college degree. Must possess a working knowledge of WIN XP/7; Microsoft Server 2003/2008, Active Directory Tools, Ethernet switched wired and wireless networks, TCIP/IP address and routing. Demonstrated ability to properly develop and maintain accurate documentation. Must possess the ability to establish and maintain effective working relationships with customers served. Ability to effectively explain complex technical concepts to both technical and non-technical staff. Must possess a valid Virginia driver's license with a good driving record.

Working Conditions and Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Duties are performed in centralized computer repair shop and at schools. While performing the duties of this job, the employee is occasionally exposed to various lighting conditions, dust and pollen, regular automobile traffic conditions while driving to/from work sites, electrical

shock and toxic/caustic chemicals. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle or feel; and talk and hear. The employee is occasionally required to drive; stand; walk; climb; balance; bend; stoop; kneel; twist/turn; push/pull up to fifty (50) pounds; lift/move up to twenty (20) pounds for at least 35 feet. Specific vision abilities required by this job include color vision, close vision, distance vision, night/dusk vision and peripheral vision.

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. Duties are normally performed in an office/school environment.

Supervision Exercised: None

Supervision Received: Executive Director of Nutrition and Wellness

This job description in no way states or implies that these are the only duties to be performed by this employee. The Child Nutrition Support Specialist will be required to follow any other instructions and to perform any other related duties as assigned by the Executive Director of Nutrition & Wellness. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 08/2025