

**First Five SC Technical Support Specialist**

**State job classification:** IT Customer Support Specialist III (Band 5)

**Status:** Full-Time Time-limited

**Organization**

South Carolina First Steps (SCFS) is both a nonprofit and state agency and is the only dedicated, comprehensive early childhood agency in South Carolina focused on getting children ready for school and life success. Annually, we serve more than 50,000 children. Established by the South Carolina General Assembly in 1999, SC First Steps provides funding and support to a network of 46 local, First Steps partnerships, one in every county. Through the partnerships, First Steps provides evidence-based parenting, literacy, and development programs; training for early childhood educators; child care scholarships; child care quality enhancement; and a slate of other early interventions. Through First Steps 4K, the agency partners with over 250 child care centers to offer free, high-quality, educational Pre-K 4 to more than 3,300 children. In addition to developing, funding, and supporting programs and initiatives statewide, South Carolina First Steps coordinates the activities of the South Carolina Early Childhood Advisory Council, a collaborative body representing the state's early childhood system. The Early Childhood Advisory Council works to ensure that South Carolina's children arrive at school ready to reach their highest potential, are healthy and safe, and are actively supported by their families and communities.

The diverse workforce that makes up the 65+ member team at SCFS includes salaried and hourly positions and is governed by a State Board of Trustees. As an organization, we value children, relationships, equity, high quality, and results. Our office is in downtown Columbia, SC. As SCFS is a state-wide organization, some positions are remote, and some require travel.

**Team: Early Childhood Advisory Council**

South Carolina's Early Childhood Advisory Council is a collaborative body representing the state's early childhood system. Established in state statute, the Early Childhood Advisory Council includes the directors of state agencies, elected officials, state-level early childhood leaders, members of the business and medical communities, parents and early childhood educators. First Five SC is a product developed by the SC Early Childhood Advisory Council and first introduced in 2022. First Five SC has connected thousands of families to vital services and support.

**Position Description**

The First Five SC Technical Specialist will work in close collaboration with the First Five SC project team and project manager to complete and track deliverables for critical product operations with a cross-functional team of stakeholders both internally and externally to SC First Steps and the SC Early Childhood Advisory Council. The First Five SC Technical Specialist will assist portal end-users heavily in a support role, and work closely with the team to ensure seamless product operations. This role will provide support for the internal maintenance, operations and functionality of First Five SC. This position is based in Columbia, SC.

## **Responsibilities and Duties**

1. Collect change requests for program eligibility and provider contact information for included portal partner programs and update as needed.
2. Routinize collection of changes from agency partners and escalate changes or corrections as needed to project manager and vendor team.
3. Ensure partners are notified when change requests are completed.
4. Create and terminate accounts for leads for agency partners, and ensure their data / confidentiality agreements are in place and updated prior to account creation.
5. Troubleshoot and provide support and information on use of the common application and leads accounts for users.
6. Work with cross-functional team members to ensure compliance and provide information/data to internal stakeholders as needed for compliance and continued operational improvements.
7. Work with internal teams for portals to ensure it is working correctly and integrated with internal data systems.
8. Review all links, pages, and features on website routinely to ensure it remains correct, and review site for needed updates/changes.
9. Answer questions and inquiries from partners and stakeholders about site functions, troubleshoot issues related to account and site usage.
10. Develop routine testing parameters for maintenance, as well as create testing parameters for new partners during the partner onboarding process.
11. Track updates, issues, and errors to ensure corrections are made prior to launch of new features or partner programs.
12. Perform routine checks to ensure partners are able to receive and process applications.
13. Create and test new programs on the eligibility screener through the content management system when partners are onboarded, and test with team prior to launch.
14. Other duties as needed/assigned.

## **Qualifications and Skills**

### **Required**

- High school diploma or GED with 3 years of technical experience, or associates degree and 1 years of technical experience or project coordination. A bachelor's degree in a related field may be substituted for the required work experience.
- Proficient in Microsoft Office Suite, particularly Outlook, Word, and Excel.
- Proficient with Adobe PDF creation
- Possess ability to learn new technology quickly with high levels of accuracy.
- Possess the ability to synthesize details for a variety of ongoing efforts
- Work well on cross-functional teams with limited authority to achieve results
- Possess excellent customer service skills
- Have the ability to prioritize competing deadlines.

## Preferred

- Good interpersonal and communication skills, including the ability to work as part of a team, communicate effectively both orally and in writing, receive and provide feedback, and manage dynamic interchanges in meetings
- Ability to possess initiative and problem-solving capabilities
- Ability to work well with people

## Benefits:

This position is eligible for a variety of benefits from a comprehensive health and dental insurance program and generous annual and sick leave policies, to a solid and secure retirement system. The State of South Carolina offers a competitive benefits program for state employees.

**To apply, submit your official application at <https://bit.ly/48G35MC> and send your cover letter and resume to Avian Jones at [hr@scfirststeps.org](mailto:hr@scfirststeps.org).**