Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 5/18/2026

Specialist, Enterprise Support

Pay Scale: B
Level: 16
FLSA Status: Exempt
Job Family: Information Technology
Primary Location: Administration Building

Department Overview
The Department of Digital Innovation (DDI) contributes to the infusion of digital innovation into teaching and learning, as well as the operations of LCPS, by providing leadership and support in all areas of digital innovation planning and technology resource management. DDI is committed to building a transparent open organizational environment providing students, teachers, parents, administrators, and the community with highly functional technology that is easy to use, reliable, and cost-effective to support a consistently superior level of instruction and student achievement. The Department includes the following teams: Enterprise Solutions, Digital Experience, Enterprise Resource Planning, IT Security, Infrastructure & Engineering, and IT Project Management.

Job Overview
The Enterprise Support Specialist is a member of the Enterprise Support and Analytics team and supports the data life cycle and functions of the Student Information System and other district-wide solutions. The Specialist supports school-based and central office personnel with enterprise tools to meet the needs of district operations. The Specialist works regularly with other Enterprise Support and Analytics team members and business owners of functional areas to enhance enterprise systems to meet business needs. The Specialist provides user support, troubleshoots issues, conducts user acceptance testing, and facilitates data integrations and state report collections.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Implements training programs and processes across the division as it relates to maximum utilization of the student information system, while incorporating privacy and confidentiality of student records
- Works with business owners to identify requirements and develop enhancements to meet business needs
- Facilitates solutions to support streamlined and secure data collection, entry, management, and analysis of student data
- Assists with user acceptance testing and rollout of any new functions
- Monitors the service desk queue on a daily basis and researches, tests, and resolves user issues
- Audits and analyzes data to support school operations and local and state reporting

Qualifications
Below are the minimum qualifications for this job. Equivalent combinations of education and experience are also acceptable.

Education
Bachelor's Degree in Technology or related field

Experience
Five (5) years of experience with databases and information management
Experience with instructional design concepts and training facilitation
Experience with data exchanges and designing data dashboards

Licenses and Certifications

Knowledge, Skills and Abilities
- Demonstrated knowledge of web-based applications
- Strong written and verbal communication skills
- Demonstrated critical thinking, problem solving and analytical skills, with attention to detail
- Knowledge of databases languages such as SQL
- Understanding of local, State, and Federal reporting requirements

Physical Requirements
The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Equal Opportunity Employment
The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure
Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure
The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their

regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.