

Job Vacancy Announcement
for
Publication on the Early Childhood Project Job Board



Job Information

Job Title: Help Desk Specialist
Program Name: SPARK Montana
Location of Job: Montana (remote)
Hours/week: 40/week
Wage/Salary: up to \$55,000 annually

Job Description:

The Help Desk Specialist is responsible for serving as the Customer Service Representative for SPARK Learning Lab Montana 's Help Desk. SPARK Montana is providing quality support services to childcare providers across the state of Montana. This role will understand, and articulate best practices related to the early childhood learning system in Montana. By managing the Help Desk, this role provides direct technical assistance, individualized program-level support and connects users to available resources, services and solutions in real-time. Additionally, this role is responsible for the communication of upcoming opportunities for training, documenting all knowledge, and ensuring the successful implementation of all related technology. In total, this role helps providers improve quality, meet licensing requirements, and support providers in navigating available quality support services. If the request/question is not the contracted responsibility for SPARK to address, the Help Desk will refer the caller to the a

Job Requirements

Education:

Associates Degree in Early Childhood Education or related field required Bachelor ' s degree in Early Childhood Education preferred

Experience:

At least Five (5) years of experience in Montana ' s early childhood field OR state awarded preschool teaching certification with experience working with children birth through 5
Previous knowledge and experience with Montana ' s ECP preferred

Other Requirements: _____

Application Requirements

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Physical exam and background checks are required for this position.
Travel required locally or long-distance up to 10% of the time for work-related meetings and functions.
Must have a valid driver ' s license and/or reliable transportation.
Montana residency required

Application Deadline: January 6th 2025

Contact Name: Aisling Toby

Contact Phone: 917-594-8189

Contact Email: aisling@shineearly.com

The Job Board is provided for informational purposes only. The Early Childhood Project does not endorse any particular ECE organization or guarantee job placement.

***Please send completed form to ecp@montana.edu**