

LAGUNA BEACH UNIFIED SCHOOL DISTRICT
Job Description: Data Support Specialist

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, the Data Support Specialist establishes and maintains the integrity of information passed through the district's central data systems. The Data Support Specialist is responsible for coordinating data input and ensuring compliance with District and state reporting requirements; developing and maintaining data standards as well as standards documentation; establishing accurate data records, maintaining the integrity of data stored and passed through the district's centralized data systems; providing user training and support of the student database and student assessment systems; management of employee technology accounts; conducting analysis of technology support data; assisting with general information technology hardware and software support; and performing related duties as assigned.

ESSENTIAL DUTIES:

- Serve as the Local Educational Agency (LEA) contact for the District related to student information; maintain CALPADS information including the assignment of Statewide Student Identification (SSID) numbers; resolves anomalies and works with staff to add/clean up student data in the student information system to correct errors in CALPADS submissions.
- Performs regular, ongoing transfers of data between data systems, including the importing and exporting of data; reconciles data between CALPADS and the student information system on a regular, ongoing basis; converts data to and from different formats for the purpose of facilitating data exchange between people or systems; prepares timely and accurate CALPADS data submissions.
- Maintains knowledge of District, state and federal reporting requirements, including data needs and reporting timelines.
- Communicates reporting requirements to staff in a timely manner; establishes and implements District-wide uniform data collection processes based on database capabilities and current/future reporting requirements of local, state and federal programs.
- Creates advanced queries to print reports.
- Provides guidance and assistance to users regarding the production, printing and distribution of regular and special reports such as schedules, attendance, grades and student demographic data.
- Participates in the end-of-year rollover processes.
- Coordinates and provides technical support and training to school sites and District staff in the use of computerized student databases, data entry of various student records and report generation.
- Collaborate with other district departments to ensure accuracy of data.
- Provides training, orientation, and support to employees in basic use of district account and technology systems.
- Manage and configure user accounts, access, and privileges.

- Monitor status of computer support help calls and communicate with staff about the status of their help calls.
- Analyze support ticket and customer experience data; generate reports and data analysis regarding support and customer experience.
- Provide support on the district's data confirmation and enrollment process to staff and parents.
- Assist technicians with technology support as needed.
- Maintain computers, printers and other equipment in good working order.

OTHER REPRESENTATIVE DUTIES:

- Engage in cross training on department functions and demonstrate use of knowledge to support department needs.
- Attend workshops to update skills.
- Assist other departments on special projects as assigned.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- District and state regulations, rules, policies and procedures applicable to the maintenance of student records and the reporting of student attendance and other data.
- Functions, operations and data input/output procedures of student information systems, including methods for creating system queries for a variety of purposes.
- Database management systems and software, including relational databases, diagnostic tools, commands and utilities.
- Methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer and PC hardware problems and device errors and failure.
- Microsoft Active directory.
- Computer operating systems and troubleshooting techniques for Macintosh, Chromebook, and PC based computer systems.
- Record-keeping and report preparation techniques.
- Interpersonal skills using tact, patience, and courtesy.
- Operation of various computers, operating systems and software, including the Internet.
- Oral and written communication skills.
- Customer service practices.
- Basic instructional techniques.
- Importing and exporting data in relational databases.
- Reporting functions of database systems.
- Laws, rules, and regulations related to assigned activities.

Ability to:

- Analyze difficult problems, evaluate alternatives and make sound recommendations.

- Audit, validate, correct and ensure detailed accuracy of all types of student data and generate a wide variety of required reports, documents and data imports/exports in a timely manner.
- Provide user training related to the use of student information systems and state accountability systems.
- Organize, research and maintain student records and specialized data files.
- Troubleshoot, diagnose and resolve complex and ambiguous database, computer hardware and software problems and failures of varying difficulty efficiently and effectively.
- Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
- Develop policies and procedures for District technology use.
- Quickly respond to requests for information that may require manipulation of large amounts of data.
- Understand and follow oral and written instructions.
- Maintain records and prepare reports related to assigned activities.
- Communicate effectively both orally and in writing.
- Use excellent telephone and interpersonal skills and establish and maintain a cooperative working relationship with others.
- Plan, organize, prioritize, and schedule work.
- Work under aggressive deadlines, independently, and with minimum direction.
- Ability to perform work independently without supervision.

MINIMUM QUALIFICATIONS:

Education:

Any combination equivalent to: Bachelor's degree in computer science, business administration, management information systems or related field. Current standard technology certifications are desirable.

Experience:

Three (3) years of related experience performing duties of increasing responsibilities in a computing environment. Proven experience in computer systems, database support, and/or maintenance of student records using a computerized student information system. Experience working in a progressive educational setting is preferred. Experience with relational database management systems, CalPADS, student information systems, and other educational-related data systems is highly desirable.

License Requirement:

Possession of a valid California Motor Vehicle Operator's License

Personal Qualities:

- Independent Worker
- Maturity and good judgment
- Neat and clean appearance
- Willingness to assume a wide range of responsibilities

- Willingness to learn new skills
- Willingness to continuously improve
- Pleasant interpersonal skills
- Good organizational skills
- Commitment to professional courtesy
- Belief in high standards
- Commitment to professional responsibility
- High intrinsic motivation

WORKING CONDITIONS:

- Primarily indoor work environment.
- Constant interruptions.

Physical Requirements:

- Hearing and speaking to exchange information and make presentations.
- Dexterity of hand and fingers to operate a computer keyboard.
- Lifting and carrying moderately heavy computer equipment.
- Vision: Must possess vision (which may be corrected) to read small print and computer screens.
- Speech and Hearing: Must possess hearing (which may be corrected) to use a telephone and to hear discussions and questions during public and school meetings and productions. The individual is required to speak clearly and distinctly, to make lengthy oral presentations, and to converse by telephone.
- Ability to frequently stand, sit, reach, grasp, stoop, bend, push, pull, kneel, squat, and twist.
- Ability to climb stairs.

Operation of Vehicles, Machinery, and Equipment Requirements:

- Ability to travel to a variety of locations within a reasonable time frame.
- Must be able to operate office, multimedia, and computer equipment.

Mental and Emotional Requirements:

- Ability to understand and follow oral and written directions.
- Ability to work independently with little direction.
- Ability to concentrate to meet numerous deadlines.
- Ability to establish and maintain effective working relationships with others.
- Ability to make independent decisions to respond to numerous requests, deadlines, and to prioritize assignments.
- Ability to exchange information.
- Ability to learn the procedures, function and limitations of assigned duties.
- Ability to establish effective relationships with a wide range of people.
- Ability to give direction and to exercise tact, diplomacy, empathy, and firmness in sometimes highly emotional situations.

HAZARDS:

- Working with equipment that may potentially cause electrical shock.