SAN DIEGO COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: **Student Information Data and Systems Analyst**

DEFINITION:

Under general direction, provides lead support to multi-county school site and district office personnel in identifying and assessing their student information processing needs; supports users in the day-to-day use of a variety of system modules; assists in developing and testing new applications; and provides training to district personnel in the use of these applications.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from assigned manager; may lead the work of other clerical or technical staff.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

REPRESENTATIVE DUTIES:

ESSENTIAL FUNCTIONS:

Works with multi-county district-level and school site staff to identify student information system needs.

Collaborates with clients to identify ways in which data can be utilized to inform the decision-making process; demonstrates ways in which student information can be organized, reported, and analyzed to optimize the use of data.

Collaborates with IT staff to develop new applications and enhancements to existing applications and procedures.

Defines system output and determines report formats.

Resolves questions related to system specifications.

Develops situational test data in order to determine readiness of system applications for ~~district~~ client use.

Validates system output and interacts with IT staff to resolve output errors.

Assists IT staff in establishing controls and audit trails within the system to insure completeness and accuracy of data and reports.

Works with technology staff to define system requirements.

Develops and adheres to test standards, guidelines and practices.

Develops test plans.

Develops test data and procedures to validate system output.

Participates in system testing as specified to ensure accuracy and efficiency; assesses functionality, identifies program errors, and makes recommendations for improvement or implementation.

Documents software tests.

Performs failure analysis.

Evaluates and recommends implementation of system application changes and enhancements.

Assists in establishing systems controls to ensure completeness and accuracy of data and reports.

Plans, researches and develops curriculum and training materials including the development of a knowledge center of online training videos.

Delivers training sessions to individuals, small and/or large groups in both informal and formal settings using a variety of presentation mediums.

Assesses individual, group, or district training needs.

Solicits input from clients to ensure that training is supporting user needs.

Prepares and conducts training evaluations and revises curriculum based on evaluations.

Prepares and maintains training manuals and other learning tools.

Assists users in problem resolution by phone, email, or in person.

Provides assistance in the preparation of reports utilizing the computerized information system.

Documents user challenges, conducts research and troubleshoots to resolve challenges, communicates resolution to users.

Compiles data to document areas of trouble; monitors to determine if modifications are necessary; informs supervisor of areas of concern.

Receives, prioritizes, and documents help desk service calls.

Represents the unit at designated meetings and acts on behalf of the department head when authorized, in areas requiring immediate problem resolution.

NON-ESSENTIAL FUNCTIONS:

Performs other duties as required.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

Education, training and experience which would clearly demonstrate the possession of the knowledge and abilities stated below. Typical qualifying education/experience would include: two years of work experience in a district or SDCOE position requiring broad, diversified exposure to a Student Information System. Work experience must include assisting others in determining student information system needs.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Thorough knowledge of:

Legal and administrative student reporting requirements for school districts

The structure, applications and operations of a Student Information System

Computer systems and applications

Modern office practices, equipment and software including applications to develop spreadsheets, PowerPoint presentations and complex reports

General knowledge of:

Forms design, systems analysis, application development

Techniques of training and group presentation

ABILITY TO:

Quickly develop a thorough technical and working knowledge of the structure, applications and operation of assigned system

Identify and analyze user or system problems and recommend alternative procedures or solutions

Analyze functional requirements, apply governing rules and regulations, make recommended changes, and translate into best practices solutions

Use computer equipment, peripherals and software applications including advanced Excel applications

Make effective technical presentations to individuals and groups

Communicate orally and in writing

Analyze complex technical data and draw valid conclusions

Provide technical leadership, guidance and assistance

Write clear and concise reports

Establish and maintain effective working relationships with staff and clients contacted in the course of work

Work effectively independently and as part of a team with minimum supervision

Organize and prioritize work

Exercise appropriate judgment in making decisions

Maintain confidentiality of information

Demonstrate attendance sufficient to complete the duties of the position as required

Complete routine tasks thoroughly, accurately and with attention to detail

WORKING CONDITIONS & PHYSICAL ABILITIES:

Duties are typically performed in an office environment.

Must be able to drive a vehicle to conduct work; hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects.

DISTINGUISHING CHARACTERISTICS:

This position is distinguished from other classifications in the Systems Analyst series in that minimum qualifications include thorough knowledge of student reporting requirements as well as the structure, applications and operations of a student information system. Incumbents in this classification will perform data analysis in addition to systems analysis.

Established	Revised	Approved by Personnel Commission	FLSA Status	Job Code	Salary Grade
8/2015		Sept. 16, 2015	Non Exempt		58