

**SAN DIEGO COUNTY OFFICE OF EDUCATION**  
Personnel Commission

**CLASS TITLE: STUDENT INFORMATION SYSTEMS TECHNICIAN, Grade 52**

**DEFINITION:**

Under general direction, acts as a primary contact in determining Student Information System needs of school districts and/or SDCOE programs with respect to specific information management data system(s) developed by the County Office of Education or vendors; responds to requests for specialized or modified services and reports; provides input into the development of new systems and trains users on system use.

**DISTINGUISHING CHARACTERISTICS:**

The SIS Technician supports training and testing by providing input or testing based on a developed script whereas a Student Information Data and Systems Analyst has responsibility for developing the training program and materials as well as developing testing scripts. Additionally, a SIS Technician may refer complex, non-recurring problems to a Student Information Data and Systems Analyst or higher-level classification for resolution.

**REPRESENTATIVE DUTIES:**

This position description is intended to describe the general nature and level of work being performed by the employee assigned to this 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.

**ESSENTIAL FUNCTIONS:**

Assists clients with student information system technical support.

Uploads student test scores into the student information system.

Works with customers, programmers, or consultants to identify needed system enhancements and changes.

Maintains documentation and other training materials to facilitate client training.

Assists in training clients in the use of student information systems onsite or remotely.

Reviews and tests the updates and patches for the student information system software.

Validates system output and interacts with clients to resolve output errors.

Generates, analyzes, and distributes various reports as needed.

Operates a variety of data processing equipment including computer, printer, scanner and other peripheral equipment.

Compiles, packages and distributes school reports.

**NON-ESSENTIAL FUNCTIONS:**

Performs related duties as assigned.

**CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:**

None

**EDUCATION AND EXPERIENCE:**

A combination of education, training and/or experience that clearly demonstrates possession of the knowledge and abilities listed below. A typical qualifying background would include prior work experience sufficient to acquire thorough technical working knowledge of a student information system and completion of college-level course work in computer science, technology, management or general computer applications. Familiarity with CALPADS and CASEMIS is highly desired.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

School information systems and data management

Law, policies and regulations related to student data and reporting.

Basic troubleshooting and problem isolation techniques.

Student information data collection methods

Current office practices, procedures and technology

**ABILITY TO:**

Write clear and concise reports and instructions

Analyze technical data

Identify, analyze and reconcile discrepancies in various reports

Troubleshoot and resolve a variety of issues

Communicate effectively orally and in writing

Make effective technical presentations to individuals and groups

Learn, use, apply and explain a variety of software applications

Quickly develop a thorough technical and working knowledge of the structure, applications and operation of assigned student information systems

Establish and maintain effective working relationships with those contacted in the course of work.

Work effectively independently and as part of a team with minimum supervision; organize and prioritize work and exercise appropriate judgement in making decisions

**WORKING CONDITIONS & PHYSICAL ABILITIES:**

**ENVIRONMENT:**

Duties are typically performed in an office environment or training site.

**PHYSICAL ABILITIES:**

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 shoulder and horizontally, to retrieve and store files; lift light objects.

<b>Established</b>	<b>Approved by Personnel Commission</b>	<b>Revised</b>	<b>FLSA Status</b>	<b>Salary Grade</b>
02/1990	February 2, 1990	05/89; 1/90; 8/97; 11/18	Non-Exempt	Classified Support Grade 52