

SYSTEM SUPPORT SPECIALIST

Classification: Technology

Location: Assigned Department

Reports to: District Administrator

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Part I: Position Summary:

Position has primary responsibility for maintaining the student information system (SIS) to include training in the use of the system, maintaining system user documentation. This work requires adherence to standard practices, procedures, policies and regulations. Independent judgment and decision making may be required in situations not having established procedures. The SSS will maintain and administer enterprise systems directly related to student information that support the collection of student data; resolve user system and data issues; and provide user training, documentation, and assistance in support of student information.

The SSS also reviews site-generated data, runs configuration tests, processes, and supports users to assure systems are optimally designed and able to be used to their greatest capacity. The SSS lead and/or collaborate with IT team members to develop test scripts, processes, procedures and timelines, as well as resolve technical support problems escalated beyond the expertise of the Help Desk support staff. Throughout the school year, the SSS are responsible for mapping out, creating, and presenting formal, hands-on training to develop and enhance the expertise of entry and professional level staff and district users. The SSS specializes in the operations of the school and student information system requirements and how technology is used in school environments so that the software can be configured to best meet the student information tracking and reporting requirements.

This position requires the highest level of customer service and excellent oral and written communication skills over the phone, remoting into users' computers, or providing support via email. Must have experience and background training adults. Requires the ability to write technical training manuals. Requires a detail-oriented person with outstanding organizational skills, ability to prioritize, work without direct supervision, and be flexible in a fast-paced environment, all while enhancing and troubleshooting the student information system.

Part II: Supervision and Controls over the Work:

The System Support Specialist is expected to be knowledgeable in their assigned responsibilities and to work with minimal direction and supervision other than priorities and major changes. The SSS is expected to coordinate with district and school-level administrators, other technology staff, Clackamas ESD, and/or supervisor in referring or resolving complex issues. Work is performed consistent with professional and technical standards and practices to include system documentation. Work is evaluated based on overall performance, system reliability, and program efficiency and effectiveness.

Part III: Major Duties and Responsibilities (depending on specific assignment):

1. Run processes, audits and support users to perform system data management such as student enrollment and pre-enrollment procedures, graduation requirements, course codes or scheduling; runs standard reports and compile information for processing grades, student attendance reports, or transcripts
2. Leads process of developing and revising procedures, standards, and guidelines relating to the district's SIS setup, integration of information, enhancements, upgrades and other implementations of additional components; confirm updates, run test scripts, assist with overall system functionality and coordinate the implementation of software upgrades, system revisions, determine system responsiveness to new or altered reporting formats; and recommend system enhancements as appropriate.
3. Generate database fields, conduct audits, implement and configure updates, to support the need for a variety of specialized local, federal and state required reports and to facilitate the dissemination of student information to best meet district and users' needs.
4. Create and maintain user accounts, security roles and permissions in a number of systems, for internal users, district partners, community partners, and other district users; modify accounts as needed to reflect new roles, location moves, system capabilities or other changes.
5. Respond to requests from users for a variety of student information system support needs and escalated troubleshooting of problems related to student database information; document and resolve requests for service and status. This support may include correcting system issues identified by schools or other district departments; may enter or correct data on behalf and in support of school or district personnel.
6. Provide technical assistance, training materials, reference guides, reminders, and other documentation to district and school staff to ensure schools maintain student data in accordance with local, state, federal laws, codes, policies, guidelines and rules.
7. Create and/or review SIS communications through a variety of media; create and deliver training curriculum and demonstrations, quick reference guides and other materials for group training as well as one-on-one support in person and over the phone.
8. Attend and participate in meetings, conferences, and seminars relevant to new developments in student information systems or data collection and distribution. Represent the district when coordinating with state, ESD, and vendor representatives to maintain and manage the NCS D student information system
9. Collaborate with colleagues and on cross-functional district teams to participate in coordinating the planning, implementation and maintenance of computerized student information systems throughout the district.
10. Demonstrate a commitment to the NCS D Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy, Equity in Public Purchasing and Contracting and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to educational and business practices with awareness and understanding of their impact in a racially and culturally diverse community.

Performs other tasks and assumes other responsibilities as assigned

Part IV: Minimum Qualifications:

Qualified applicants will have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- Associate degree or equivalent coursework in technology or five (5) years of experience.
- Three (3) years previous experience configuring and maintaining software application systems (additional technology education and additional directly related experience may be substituted for experience and/or education).
- Experience with database tables development in software such as Synergy, SASI, eSIS, Microsoft Access, Excel, or other similar software
- Working knowledge of Basic HTML
- Experience working in an education environment performing tasks in accordance with established guidelines, laws, codes, regulations, policies and procedures related to appropriately maintaining security over or disclosing student information (FERPA), understanding school enrollment and transfers, and state and federal reporting.
- Experience supporting end users in person, virtually, through email, and over the phone with complex troubleshooting to resolve technical issues.
- Demonstrated ability to work independently and multitask with minimal supervision. • Ability to effectively communicate with students, staff, parent/guardians, and the general public in person, over the phone, or via email on technology issues with a high level of tact, patience, and courtesy including the ability to work and communicate effectively with customers who may have a high level of frustration.
- Demonstrated ability to problem solve, analyze, and resolve related issues.
- Demonstrated ability to handle multiple priorities at one time with strong organizational skills and a commitment to follow through under deadlines and pressure.
- Able to organize work and set priorities for accomplishing work in a timely and effective manner.
- Able to work collaboratively and effectively with other staff, employees, and supervisors in a fast-paced environment with frequent interruptions while establishing and maintaining positive relationships.

Part V: Desired Qualifications

- Specific knowledge and experience managing district-specific technology and software system(s).
- Bilingual and bicultural skills.

Part VI: Physical and Environmental Requirements:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, stand, move around, hear, speak, and work with a computer screen.
- The employee must occasionally lift and move up to fifty (50) pounds.
- Specific vision abilities required by this job include ability to close and distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.