

PLEASANTON UNIFIED SCHOOL DISTRICT
Job Description

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| Title: | Student Information Specialist | Reports to: | Program Administrator/Supervisor |
| Job Category: | Information Technology | Classification Unit: | Classified |
| Board Approval: | 8/11/2022 | Current Salary Grade: | 23 |
| Job Description Revised: | | FLSA Status: | Non-Exempt |

JOB SUMMARY:

Under the general supervision of the Program Administrator/Supervisor, respond to inquiries for information; use knowledge of the District's student information system to provide support to District office and school site personnel; generating, collecting, and validating data for reports; verify the output of data collection; act as a liaison among student information system users; supporting and training users; and help maintain the accuracy and integrity of student data; assigning helpdesk tickets to technicians.

ESSENTIAL FUNCTIONS:

- Generate a variety of reports and documents based on student information in prescribed formats, as well as special requests (e.g. P1/P2, progress reports, report cards, annual attendance, ADA/ADM) for the District's reporting needs.
- Monitor and resolve anomalies and extraction functions (e.g. CALPADS, enrollment, demographic, English language acquisition status, student attendance and related information); update records and extract data used to support other reports or other agency student data requests.
- Prepare written materials (e.g. reports, memos, letters, email); provide written reference, and/or convey information.
- Respond to help desk work order tickets regarding database and application systems, document work conducted to resolve issues in the tech helpdesk system.; responsible for assigning helpdesk ticket to technicians.
- Receive and respond to telephone calls, emails and written requests for assistance for information and support related to student database functions.
- Respond to inquiries from a variety of internal and external parties (e.g. district personnel, vendors); provide information, facilitate communication among parties, resolve issues, and provide direction as needed for departmental needs
- Support school site staff, teachers, other staff and parents, by responding to inquiries about how to use the District's student information system correctly.
- Train staff in the use of the District's student information system.
- Provide technical and application support during the summer months
- Input data into an assigned computer system and generate a variety of computerized reports; analyze and respond to data processing requests; initiate queries, compile information, process reports and manipulate data as appropriate; print and process a variety of requested materials such as lists, forms, labels, report cards, letters, flyers, pamphlets and schedules.
- Communicate with other school districts to request corrections in their student systems and CALPADS submissions.
- Operate a computer and assigned software; input data; and ensure accuracy of data.
- Perform user account operations to create, modify, and delete accounts in Active Directory,

Google Admin, and Student Information System for users and groups as needed; modify the security and rights to resources servers and file folders as needed. Additional user account creation and support may include other user accounts in any server and database system.

- Receive and distribute incoming mail.
- Participate in meetings, workshops, training, and seminars to convey and/or gather information required to perform functions.
- Participation in professional development training courses in the areas of student database administration and user account administration

OTHER JOB-RELATED DUTIES:

- Perform related duties within the scope of their job classification as assigned.

REQUIRED QUALIFICATIONS:

Knowledge of:

- Operation of a computer and assigned software.
- Student information system, spreadsheet and data processing systems.
- Procedures in the maintenance of student records.
- Attendance accounting rules, regulations, and procedures.
- Business telephone etiquette.
- Record keeping principles and procedures..
- English usage, grammar, spelling, and punctuation.
- Methods and techniques for tracking and managing services calls, tickets, and/or requests.
- Oral and written communication skills

Ability to:

- Verify accuracy of data input and output.
- Maintain confidentiality regarding student records
- Use software programs, such as word processing, spreadsheets, and database applications
- Analyze situations and adopt effective courses of action.
- Provide training and direction to less experienced staff.
- Compile and maintain accurate and complete records and reports.
- Perform mathematical calculations with speed and accuracy.
- Understand and carry out oral and written instruction.
- Communicate effectively, orally and in writing.
- Work cooperatively and effectively with others or independently under time constraints.
- Work independently with little supervision
- Work with a high level of interruptions, meet deadlines and schedules.
- Plan and manage projects independently.
- Organize and prioritize work to meet deadlines, timelines, and schedules.
- Schedule activities and meetings
- Facilitate group discussions.
- Travel to multiple sites and/or locations to carry out the functions of the position.
- Analyze situations to define issues and draw conclusions.
- Understand complex, multi-step written and oral instructions.
- Operate a variety of job-related equipment, including a computer, printer, peripheral devices, and assigned software
- Adapt to changing work priorities; working with constant interruptions.
- Perform basic math, including calculations using fractions, percentages, and/or ratios.

EDUCATION AND EXPERIENCE: Any combination of education and experience that provides the required knowledge, skills and abilities.

Education: High school diploma or equivalent supplemented by additional targeted job-related education.

Experience: Two (2) years of responsible computer applications experience, including at least one year of experience working with student database systems, and record-keeping involving public contact in a school district.

Required licenses, certificates, continuing education, training and other requirements:

- Possession of a valid California driver's license

DESIRABLE QUALIFICATIONS:

- Supplemental Technical School coursework in the field of computer technology and database administration.
- Applicable job-related information technology technical certifications
- Experience in K-12 school district environments is highly desired.

WORKING CONDITIONS:

Environment: Indoor/Office work environment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Occasional lifting, carrying, pushing, and/or pulling.
- Some climbing and balancing.
- Some stooping, kneeling, crouching, and/or crawling.
- Significant fine finger dexterity.
- Generally, the job requires 90% sitting, 5% walking, and 5% standing.

Hazards:

- N/A

OTHER:

Required Testing:

- Pre-employment Test.

Clearances:

- Criminal Justice/Fingerprint Clearance.
- State Mandated Training
- TB Clearance

Pleasanton Unified School District is an Equal Opportunity Employer. The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.). Reasonable accommodations are made under A.D.A. as required by law.