



JOB DESCRIPTION

Position Code: 765
Classified Group: CSEA
Salary Range: 32
Work Days: 260
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POSITION TITLE: Student Information Systems Support Specialist I

DEFINITION: Under general direction, provides technical support and assistance to school sites and district staff in the use of the district's student information system; maintains data stored in various student records systems to support the educational process; produces a variety of reports and assures accuracy and timely submission of student data; assists in developing training materials for district student information system end-users.

DIRECTLY RESPONSIBLE TO: Program Manager, Student Information System

SUPERVISION OVER: N/A

DUTIES AND RESPONSIBILITIES: (Any one position may not include all of the duties listed; the listed examples do not include all duties and responsibilities that may be found in positions within this classification.):

1. Serves as a technical advisor to provide support and assistance to student information system's end-users and escalates more complex issues to appropriate technology personnel for resolution.
2. Develops system queries, compiles information, and generates a variety of reports and disseminates reports to applicable district staff.
3. Reviews and verifies the accuracy of completed work including forms, correspondence and various student documents for completeness and compliance with applicable laws, codes, regulations and procedures.
4. Assures the accuracy and timely submission of student data reporting to applicable federal and state agencies.
5. Assists end-users with password resets and monitors system user accounts to create, modify, test, or delete accounts within the student information system in accordance with established policies and procedures.
6. Creates unique state student identifiers and maintains the accuracy and integrity of student information using the state mandated data system.
7. Provides basic training and supports school site and district end-users in the use of district student information system and data entry of various student records.
8. Assists in the development of and maintenance of school-site user manuals and other related training materials and makes recommendations regarding operating procedures and applicable forms.
9. Communicates with departments, school sites, and district staff to exchange student information.
10. Troubleshoots and resolves problems received from end-users regarding student information system.
11. Confers with other technology support personnel to resolve malfunctions and may coordinate for repairs as necessary.
12. Maintains a variety of records and files for assigned areas of responsibility.
13. May assist with evaluating and testing of new student information technologies and products.
14. Attends meetings, conferences, and workshops related to areas of responsibility, as assigned or required.

15. Performs related work as required.

QUALIFICATIONS:

Education and Experience:

Two years of experience and demonstrated ability to perform job duties using student information systems; experience troubleshooting student information systems or providing end user assistance or training is highly desirable.

Licenses and Certificates:

- Valid Class C driver's license issued by the California Department of Motor Vehicles within 30 days of hire or before driving any vehicle requiring this license

Knowledge, Skills, and Abilities:

- Knowledge of the California Longitudinal Pupil Achievement Data System (CALPADS)
- Knowledge and skill in the use of computers and assorted software programs
- Knowledge of district and school site procedures related to attendance and grade reporting
- Knowledge of interpersonal skills using tact, patience, and courtesy
- Ability to understand and follow verbal and written instruction
- Ability to read, interpret, and apply complex technical publications, manuals, and other documents
- Ability to communicate effectively, in technical and non-technical terms, both verbally and in writing with all levels of district staff
- Ability to work independently, with minimum direction, and make decisions within the framework of established guidelines
- Ability to work effectively with all levels of district staff
- Ability to maintain a confidentiality of privileged information obtained in the course of work
- Ability to maintain consistent, punctual and regular attendance

WORKING CONDITIONS:

Work Environment:

- Indoor office environment
- Moderate noise

Typical Physical Characteristics: (with or without use of aids; consideration will be given to reasonable accommodation).

- Communicate to exchange information both in person, in small groups, and/or on the telephone
- Inspect documents and other written materials with fine print
- Move about facilities to conduct work, including walking, sitting, or remaining in a stationary position for extended periods of time
- Operate office equipment requiring repetitive hand movement and fine coordination

This job description is not a complete statement of essential functions and responsibilities. The district retains the discretion to add or change typical duties of a position at any time.

Board Approved: 8/13/2019