TRAVIS UNIFIED SCHOOL DISTRICT

Reaching beyond the boundaries to build a community of learners.

2/25/2020
September 2016
FLSA: Non-Exempt
Range: 18

DATA SYSTEMS SPECIALIST I

DEFINITION

Under direct supervision, assists in maintaining and providing technical assistance for various computer applications including the Student Information Systems (SIS) database; serves as the first level responder for help desk requests; maintains user accounts; downloads, scrubs, formats, and uploads data between various systems; develops and maintains desk manuals; downloads, formats and uploads data between a variety of systems; runs reports; and performs state and district testing data procedures, and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Assistant Superintendent. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This entry-level classification is responsible for providing routine computer application and database support, operates the help desk, and provides training to various users. Positions at this level usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern.

~~EXAMPLES OF~~ ESSENTIAL JOB FUNCTIONS

Performs routine database queries and reports in a variety of electronic formats; uses Excel and other tools to process data and to create charts, etc.

- Uploads testing and other data into Aeries; downloads data from multiple systems; and prepares, converts, and scrubs data for upload into other systems.
- Operates and manages the help desk, responds to first level support requests regarding computer applications and database queries; diagnoses problems by describing solution steps to non-technical and technical users via telephone or electronic messaging; and follows up with users to ensure solutions were effective in solving the problem.
- Maintains passwords and sets up new user accounts in a variety of systems, and appropriately controls access permissions and privileges for various end user levels.
- Maintains data dashboards in multiple systems.
- Manages help requests, directs calls and help tickets to appropriate personnel, and responds to level one support requests.
- Diagnoses problems; describes solution steps to non-technical and technical users via phone or electronic messaging; follows up with users to ensure solutions were effective in solving the problem.
- Assists the Data Systems Specialist II with Aeries management; troubleshoots issues with the SIS database; and assumes Aeries operations and support as needed.
- Assists with Structured Query Language (SQL) backups and maintenance tasks; updates and installs software; configures database software and writes routine SQL script as necessary.
- Maintains student performance data in a variety of formats and systems, updates Aeries database from other sources.
- Manages electronic testing systems for the district, including CAASPP and other state systems as well as subscription and district-developed systems; operates the state testing management system, including security, student user management, and staff accounts. Creates pre-ID files as required; imports Special Education files into Aeries.

- Collaborates with other Educational Services staff to provide training to teachers, administrators, and other staff in the use of complex electronic testing systems; including conducting annual training sessions for staff who will administer tests, site testing coordinators, etc.
- Develops and maintains desk manuals and user guides to document processes, procedures, and query templates.
- Compiles District technology policies and District data security policies and procedures.
- Locates causes of unsuccessful data runs, uploads, and downloads data; troubleshoots and corrects problems; communicates with vendor help staff as needed.
- Provides data for various reporting such as, School Accountability Report Cards, Local Control Accountability Plan, etc.
- Maintains staff development records and databases, reports on data as requested
- Prepares written procedures for various computer operation functions.
- Operates various electronic testing systems for the District.
- Provides training to teachers, administrators, and administrative staff.
- Maintains test security affidavits and other required records.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practice of databases administration.
- Structured Query Language (SQL) and programming/scripting.
- SQL server database administration.
- Excel software with emphasis on higher level skills such as VLOOKUP, formulas, formatting, and pivot tables.
- SIS applications.
- Regulations and procedures related to specific systems utilized.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Personal computers, local and wide area network operating systems, and Microsoft domain systems and servers.
- Principles and practices of training users on computer applications.
- Interpersonal skills using tact, patience, and courtesy.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of service by effectively dealing with parents, students, and District staff.

Ability to:

- Maintain data integrity and computer databases.
- Upload and download data without errors; and recognize and correct errors when they occur.
- Process various queries and computer production runs according to required specifications.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Operate a help desk and provide technical assistance regarding various computer applications and databases.
- Troubleshoot and repair basic system malfunctions.
- Provide various training to end users.
- Work in a fast-paced office environment; organize and prioritize a variety of projects and multiple tasks in an effective and timely manner.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to an Associate degree in management information systems, information technology, computer science, or a closely related field and two (2) years of increasingly responsible experience performing database administration duties.

Licenses and Certifications:

- Valid California Driver's License

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.