

Technology Information Center Specialist

Purpose Statement

The Technology Information Center Specialist provides end-user support for the district's student information system and other technology systems. This role involves instructing and advising system users, managing data imports and exports, overseeing technology and warehouse orders, and supporting technology applications by assisting users and managing student accounts and permissions.

Supervisory Relationship

Reports to: Director of Technology

Essential Functions

- **System Administration:** Administer systems and servers related to district technology (e.g., Student Information Systems, timeclock, financial/payroll system) to ensure availability of services to authorized users.
- **Operational Support:** Assist in operating and monitoring various systems to support daily technology operations and assist with recovery in case of system failure or emergency.
- **Collaboration:** Collaborate with internal and external personnel to train staff, solve issues, test solutions, and consult on new initiatives.
- **Report and Database Design:** Design report options and database applications for data imports, exports, and year-end processes, providing personnel with customized information.
- **User Support:** Develop and prepare user materials to provide instruction and advice on common questions or problems.
- **Issue Resolution:** Identify and resolve issues related to student information systems and software applications.
- **Data Management:** Input data into the student information system to ensure accuracy in student records, assessments, attendance, scheduling, grading, and transcripts.
- **Training:** Instruct district and site staff on the use of student information systems, including new applications, upgrades, and updates.
- **Order Management:** Manage the technology ordering system, including reviewing requests, maintaining inventory, invoicing, and preparing orders for deployment.
- **Workflow Monitoring:** Monitor workflow from order placement to delivery, prioritizing and escalating tickets to ensure system efficiency.
- **Customer Support:** Respond to inquiries about computer hardware and software applications, providing timely and effective resolutions.
- **Data Security:** Respond to program errors that may result in loss of student data, troubleshooting and enforcing security protocols.
- **Information Dissemination:** Respond to user requests for various report options, disseminating information to appropriate parties.
- **Adhere to School Policies:** Follow school policies and procedures.
- **Attendance:** This position requires prompt and consistent attendance.
- **Perform Other Duties:** Perform additional duties as assigned to support the effective operation of the work unit.

Job Requirements: Minimum Qualifications

Skills

- Preparing and maintaining accurate records
- Transporting technology equipment
- Setting up database programs

- Creating data queries
- Converting data formats

Knowledge

- Current generation office software
- Security protocols
- Troubleshooting technical issues
- Algebra and geometry for data calculations
- Reading technical information and composing documents

Abilities

- Schedule activities and meetings
- Gather, collate, and classify data
- Work independently and with diverse individuals
- Analyze data and operate equipment using standardized methods
- Maintain confidentiality and work with frequent interruptions

Responsibility

Work under limited supervision following standardized practices and methods. Lead, guide, and coordinate others. Track budget expenditures. Impact the organization's services significantly

Work Environment

Physical demands include some lifting, carrying, pushing, pulling, stooping, kneeling, crouching, crawling, and significant fine finger dexterity. Job generally involves 70% sitting, 15% walking, and 15% standing. Performed in a generally clean and healthy environment.

Experience

Job-related experience with increasing levels of responsibility

Education

Associate's degree in information technology or four years of relevant experience

Certificates and Licenses

Valid Driver's License and Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status

Non-Exempt

Salary Grade

SN

Bismarck Public Schools prohibits discrimination and harassment based on a student's, parent's, guardian's, or employee's race, color, religion, sex, gender identity, national origin, ancestry, disability, age, or other status protected by law. The District also provides equal access to the Boy Scouts and other designated youth groups, as required by federal law.