EAU CLAIRE AREA SCHOOL DISTRICT

JOB DESCRIPTION

Job Title	Data Services Support
Department	Technology
Reports To	Director of Technology and Media Services
Classification	Hourly Classified
Location	District Office
Salary	On Schedule
Length of Contract	12 Months

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Job Summary

The Data Services Support position provides support within the data systems, including the student information system and data warehouse. This individual locates, uses, modifies, documents, and organizes appropriate sources of information for analysis and reference. Additionally, this position performs data entry as needed.

Essential Job Functions

- Performs proactive monitoring of student information system to sustain functionality and correct all deficiencies through own efforts or outside support services as needed.
- Sets up new users and assigns permissions as directed in the data systems.
- Coordinates and provides support for help desk tickets.
- Provides training and support to users in data systems.
- Assists in end of year processing of student information system as well as other annual tasks.
- Assists with state reporting.
- Coordinates and performs data entry for data systems.
- Creates downloads as requested for the data systems.
- Provides user support for student information system and other data systems.
- Maintains clean data in data systems by conducting data validation on a regular basis.
- Serves as support for enrollment.
- Coordinates the input of data from outside vendors, (pictures, state test scores, etc.) into the student information system.
- Assists the technology department with Family Conferences.
- Assists the Data Team with tasks.

Ancillary Job Functions

- Performs other related duties as assigned.
- Serve as back-up emergency contact with student information system and host vendor.

Required Qualifications – Required qualifications to effectively perform the job at the time of hire. An equivalent combination of education, training, and experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- High school diploma or GED.
- Demonstrated competence in administrative software and database systems support and management/setup/maintenance/interfacing to include student records and other database systems.
- Demonstrated proficiency in Word and Excel.
- Successful completion of clerical/secretarial skills tests.

Preferred Qualifications – Highly desired education, training, and/or experience that may be helpful in performing the job, if applicable.

- Recent experience in data systems related to an educational organization.
- Documented experience working with student information systems at the system level with maintenance and/or state reporting.

Knowledge, Skills, and Abilities – May be representative, but not all-inclusive, of those commonly associated with this position.

- Awareness of and ability to utilize industry standard information technology practices and data transfer procedures.
- Ability to work independently without direct supervision in a fast-paced environment.
- Excellent communication and interpersonal skills.
- Demonstrates an understanding and use of differentiation in educational practices to address the achievement gaps.
- Ability to interact in a friendly, customer service-oriented manner with staff, outside agencies, and the general public.
- Ability to interpret and analyze data and provide reports.
- Ability to troubleshoot systems and solve problems.
- Ability to maintain a high degree of confidentiality.
- Ability to serve as a positive role model for students, demonstrating responsible and thoughtful behavior.

Work Environment – Environmental or atmospheric conditions commonly associated with the performance of the functions of this job.

- Normal office environment and moderate noise levels.

Physical Requirements – The physical demands described below 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 essential functions.

- Must be able to work at desk/computer for extended periods of time.
- Must be able to have repetitive wrist/hand/finger movement to work on computer and/or related office equipment.
- The employee shall remain free of any alcohol or illegal substance in the workplace in compliance with Policy 4122.01 throughout his/her employment in the District.