Ocean View School District

17200 Pinehurst Lane • Huntington Beach, CA 92647 • (714) 847-2551 • www.ovsd.org

Information Technology Support Specialist

JOB SUMMARY:

Under general supervision of the Director of Information Technology, serves as an interface between technology users throughout the District and Information Technology staff. Serves as a specialist for the District's student information system (SIS i.e. AERIES) and the California state student demographic data system (i.e. State of California Longitudinal Pupil Achievement Data System – CALPADS); assumes and performs related work as necessary or required.

CLASS CHARACTERISTICS:

This single incumbent class is distinguished from other Information Technology classifications in that it is more project oriented with responsibility to assist the Lead Information Support Specialist with many State mandated timelines throughout the year as well as user interfaces and data transfers between the student information system and other applications.

REPRESENTATIVE DUTIES:

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

Essential Duties:

- Create and perform regular data validations in SIS to add/clean up essential student data in SIS;
- Assist the Database Analyst with regular data updates to/from SIS using other applications including but not limited to: Titan, Special Education Information System (SEIS), Illuminate, Clever, Raptor, Parent Square, Alexandria, and Peachjar;
- Maintain data transfers with SIS and troubleshoot problems with school sites and parents with the parent/teacher notification system (i.e. Parent Square);
- Help school and district staff understand proper SIS procedures to ensure the accuracy of data and troubleshoot problems; act as liaison by calling SIS vendor directly and interfacing with them when unable to solve a SIS problem for an Ocean View user;
- Create SIS queries and help others throughout the District create queries as needed from the SIS database; assist with using Microsoft Structured Query Language (SQL) Server and SQL Server Reporting Services (SSRS) to generate queries and reports for school and district data needs;
- Maintain student logins in SIS created by the Network Systems Manager for Preschool through 8th grade students as needed throughout the year for transfer to other applications; create and maintain SIS logins for middle school students;
- Maintain current staff data in SIS including emails as needed throughout the year for transfer to other applications;
- Perform regular updates published by SIS vendor to the SIS database; perform regular maintenance tasks for improved functionality of the system;

- Assist the Lead Information Support Specialist with data validations for state student demographic data reports using the SIS database which are necessary for the accuracy of reports including but not limited to: CALPADS Fall 1, CALPADS Fall 2, and CALPADS End Of Year State Reports;
- Assist the Local Educational Agency (LEA) Contact for Ocean View School District with various responsibilities of maintaining state student demographic data report information for the assigning of Statewide Student Identification (SSID) numbers for all incoming students, resolving anomalies as well as performing weekly reconciliation with the state student demographic database; this information is necessary for systems including but not limited to: CALPADS state reports, English Language Proficiency Assessments for California (ELPAC) testing, California Assessment of Student Performance and Progress (CAASPP), Smarter Balanced Testing and Special Education Testing/Placement/Services;
- Other duties as required to assist with Information Technology needs.

Other Related Duties

- May interact with outside vendors who are providing required services when troubleshooting problems.

SUPERVISION:

Receives general supervision from the Director of Information Technology. Not responsible for direct supervision of other employees.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Modern office methods, procedures, terms, equipment;
- Modern office practices, procedures, terms, and equipment including proficient knowledge of Microsoft word processing, spreadsheet, presentation, database, email, and internet computer applications;
- Business office telephone techniques and etiquette;
- Basic mathematics used in an office environment;
- Standard record keeping, filing systems, and procedures;
- English usage, spelling, grammar, punctuation, vocabulary, and skills in proofreading;
- Letter, report, and agenda preparation methods.

Ability to:

- Rapidly learn the SIS database (i.e. AERIES), the state student demographic data system (i.e. CALPADS), and various application software (including but not limited to Clever, SEIS, Titan, Alexandria, Parent Square) for maintaining student enrollment data and for the assigning of SSID numbers for all incoming students;
- Develop SIS queries to retrieve pertinent student and personnel information from the District database;
- Learn Microsoft SQL (Structured Query Language) and BI (Business Intelligence) tools such SQL Server Reporting Services (SSRS) to extract data and generate reports;
- Learn methods of effectively assisting users in troubleshooting software packages and how to communicate effectively with users to determine, diagnose, and assist in resolving hardware/software problems or referring the problem to the appropriate technician;
- Troubleshoot student information database, Microsoft, and other software applications;
- Review, check, verify the accuracy of data;

- Understand and carry out oral and written instructions;
- Establish and maintain effective interpersonal relationships and effectively communicate using tact, patience, and courtesy in a manner that reflects positively on the District;
- Understand, be sensitive to, and respect the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities, and sexual orientation of students, parents, teachers, administration, and staff.

EMPLOYMENT STANDARDS:

Education:

- High school diploma or equivalent;
- College coursework or technical training in computer science, information technology, or computer programming;

Experience:

- Two (2) years of increasingly responsible technical or secretarial experience, including maintaining and processing data and query reports, preferably for an administrator in an information technology or information systems environment;
- Experience in an educational environment using student database information/management systems is highly desirable.

PHYSICAL DEMANDS, WORKING ENVIRONMENT AND HAZARDS:

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:
Safely lift, carry, push up to 25 pounds; frequently sits and stands; occasionally walks, stoops, bends, and reaches over head; repetitively uses fingers on both hands simultaneously; communicates clearly and is able to understand normal voice conversation; visual acuity sufficient to see small details in an office environment.

Work Environment:
Uses a computer and telephone; works inside exclusively; may have direct contact with public and other district staff; frequently works with high volumes and tight deadlines without direct guidance from supervisor.

SALARY RANGE

Range 40
Classified Bargaining Unit Salary Schedule

New classification adopted by Personnel Commission 6/17/10
Classification Revisions Effective 3/10/11
Classification reactivated 11/9/23
Revisions approved by the Personnel Commission 4/24/25