Ocean View School District

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

Lead Information Technology Support Specialist

JOB SUMMARY:

Under general supervision of the Director of Information Technology, serves as the lead and expert for the District's Student Information System (SIS i.e. AERIES) and the California state student demographic data system (i.e. State 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 with many State mandated timelines throughout the year as well as user interfaces and data transfers between the student information system and other applications. Will lead the work of the Information Technology Support Specialist.

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:

- Serve as the Local Educational Agency (LEA) Contact for Ocean View School District with the various responsibilities of maintaining CALPADS information, administering CALPADS district access, resolving anomalies and prompting school offices to add/clean up essential student data in AERIES in order to correct errors in submissions, as well as monitor weekly reconciliations with the CALPADS database; responsible for the final certification of CALPADS Fall 1, CALPADS Fall 2 and CALPADS End of Year State Reports;
- Responsible for the gathering and coordination of data for State reporting, including but not limited to: Enrollment and student data (AERIES), National School Lunch Program (NSLP) qualified students (TITAN), special education enrollments and services (SEIS), certificated staff assignments (HR2.0), and English language learner data (TOMS – Test Operations Management System);
- Establish, coordinate, and document data procedures required in all databases and applications for the transfer of data at the end of the school year to summer school and the start of the new school year;
- Participate, coordinate, or conduct a variety of meetings, staff developments, committees, trainings, workshops, and/or conferences in order to present materials and information concerning the use of our databases and various applications as well as proper data entry procedures;
- Maintain the confidentiality of sensitive employee and student information and establish procedures for data sharing/reporting that fall within state and federal guidelines including adherence to the Data Protection Act;
- Create and perform regular data validations in SIS to add/clean up essential student data in SIS;

- Maintains 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;
- Provides 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;
- Provides 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;
- Perform 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;
- Associate degree in computer science/technology, programming, or a related field from a recognized college or university OR equivalent technical training from a recognized trade school may be substituted for one (1) year of the required experience.

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 43
Classified Bargaining Unit Salary Schedule

New classification adopted by Personnel Commission 4/24/2025