



Excellence for all.

Job Title: Information Systems Analyst

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Basic Function: Under the direction of the Technology Manager and/or assigned designee, administer, maintain, and support district databases, servers, systems, applications and related hardware and software.

Distinguishing Characteristics:

The Information Systems Analyst (ISA) classification is part of the Technology Services Systems Administration series. The ISA classification may act as a technical lead, providing guidance and work direction to less-senior staff. Employees in this classification serve as the subject matter expert in administering, maintaining, and supporting the District's Student Information System (SIS), databases, servers, and systems. This classification is responsible for data submissions and reporting to federal, state, and local agencies. Employees in this classification are required to possess a high level of technical proficiency and in-depth knowledge to perform varied and complex tasks independently at job-entry and are expected to perform duties independently, with minimal direction and oversight.

Representative Duties:

Essential Functions:

- Maintain District standards of excellent customer service and professional behavior in various and sometimes challenging situations.
- Access and monitor District email daily to receive important updates from school and District administration.
- Participate in staff development and in-service training programs as assigned.
- Install, test, support, and update computer software, systems, databases, servers, and applications. Assist with maintaining integrity and security of assigned computer systems. Implement, maintain, troubleshoot, and support single sign-on systems.
- Troubleshoot and resolve data file and aggregation issues and malfunctions. Prepare backup data files in accordance with established timelines and procedures.
- Analyze, input, code, extract, verify and update a variety of data in assigned systems and software. Establish and maintain automated records and files, initiate queries, manipulate and format data, develop spreadsheets, create tables and generate various computerized documents and reports. Ensure accuracy of input and output data. Perform data cleanup procedures. Import, export, and upload data.
- Analyze, troubleshoot and resolve issues affecting system users. Work closely with vendors, Ventura County Office of Education (VCOE) and technology staff to correct issues affecting the various databases, Student Information Systems, website platforms, and computer systems.
- Develop, prepare, maintain and produce reports for District and school personnel providing insight into longitudinal and short-term trends. Prepare, maintain, and produce a variety of records, lists, reports and files related to students, faculty, staff, attendance, enrollment, and other various data.
- Work with technical staff and district leadership to automate processes district-wide. Coordinate and participate in the development, testing, and implementation of new and existing computerized systems.
- Develop and provide system support and services to school district personnel with regard to state and federal reporting, Student Information Systems, office applications, web content management systems, curriculum

applications and electronic communication systems.

- Meet with other departments to review and discuss needs regarding data collection and analysis, data reporting and planning. Work with various departments and programs in planning and developing data collection, processing and reporting activities.
- Prepare electronic data submissions for various District departments, committees, superintendent, state and federal reports. Prepare, format and submit a variety of specialized data required for state and federal District grants, profiles and funding. Ensure mandated local, state and federal reports are completed in accordance with established timelines and requirements.
- Extract data and create a variety of custom forms, records and reports. Audit a variety of data, records and reports for accuracy and completeness. Compare data and identify errors and discrepancies; make corrections and modifications. Revise data to meet reporting changes and requirements. Interpret, implement, analyze and discuss changes to data and reports with vendors, governmental representatives and staff.
- Lead and provide work direction and support to subordinate technology staff. Provide input to administrator regarding staff performance, goals, and hiring.
- Prepare user manuals, guides and other documentation and user support materials to assist district personnel in using district systems.
- Provide training regarding Student Information System, databases, website platforms and other related topics. Develop and prepare training materials and participate in user training workshops.
- Operate a variety of office equipment, including networked personal computers, various software applications, mobile devices, printers and other peripheral equipment.
- Attend training, professional development and/or professional association meetings to remain current regarding trends and best practices.

Other Duties:

- Performs other duties as assigned.
- May be assigned out of class work as prescribed by Merit Rules and Regulations.

Knowledge and Abilities:

Knowledge of:

- District standards of excellent customer service, interpersonal skills using tact, patience, and courtesy.
- Database concepts, including file specifications and layouts.
- Large relational database's structure and function.
- Principles, practices, procedures, and techniques involved in the collection, processing, input, verification, analysis and reporting of statistical data.
- Applicable sections of the State Education Code, legal requirements and regulations pertaining to student records and attendance.
- Methods, principles, practices and techniques for relational databases, Student Information Systems, Windows computer operating systems, and Microsoft Office Suite.
- Methods, principles, practices, and techniques for troubleshooting and determining causes of system errors and failures.
- Principles, theories, problems, and practices pertaining to computer operations, peripheral equipment, and customer support.
- Website development concepts and basic coding.
- Report writing and statistical record-keeping techniques.
- Interpersonal skills using tact, patience, and courtesy.
- Principles of training and providing help desk support.

Ability to:

- Understand and follow oral and written directions.

- Establish and maintain effective and cooperative working relationships with others.
- Communicate respectfully and effectively with students, staff, and the public.
- Learn and incorporate new skills, techniques and/or industry trends.
- Maintain regular and consistent attendance.
- Maintain and analyze District computer systems and databases to meet the data collection, analysis, and reporting needs of the District.
- Analyze and evaluate information and technology needs, determine appropriate course of action and develop queries, reports and other tools to meet needs.
- Maintain confidentiality and discretion regarding sensitive information.
- Learn and adhere to federal and state reporting criteria and California Statewide Assessments Pre-Identification process. Make independent judgments without direct supervision in a fast-paced environment.
- Read, understand, follow, and write job procedures, user manuals, and related materials.
- Meet schedules and timelines.
- Write at a professional level, with a focus on accuracy, quality, and clarity required.
- Audit detailed information and ensure accurate reporting.
- Provide technical expertise, instructions and training to users.
- Provide guidance and work direction to subordinate technology staff.
- Maintain current knowledge of technological advancements, policy updates, and reporting requirement changes in related areas and adapt accordingly.
- Interact positively, flexibly and patiently with coworkers, supervisors, community and vendors to maintain cooperative and effective working relationships.

Education/Licenses/Experience: Any combination equivalent to sufficient education, experience, and/or training to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: Associate's Degree in Information Systems, Computer Science, or a closely related field, and four years of increasingly responsible experience providing technical support for computer systems and/or databases. A Bachelor's degree and experience with SQL and Aequitas Q Student Information System are highly desirable. Successful completion of the Merit examination process is required.

Licenses/Certificates: Valid California driver's license.

Working Conditions:

Environment: Indoor environment. Driving a vehicle to conduct work.

Physical Demand/Hazards: Dexterity of hands and fingers to operate a computer keyboard. Sitting for extended periods of time. Lifting, carrying, pushing or pulling moderately heavy computer equipment.

Emergency Conditions: Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Salary Range: 137

Established: June 22, 2018

Personnel Commission Classification/Compensation Study Approved: July 12, 2023