Position: Student Information System Specialist	FLSA: Non-exempt
Department: Technology	Salary Grade: 18
Reports to: Director of Technology	

OVERALL OBJECTIVE AND SUMMARY

Under the supervision of the Director of Technology, the Student Information System Specialist is responsible for the maintenance and support of the district's Student Information System (SIS) program. Support duties include working directly with school staff regarding the enrollment, attendance, scheduling, grading and school setup processes. The Student Information System Specialist is also responsible for all state reporting requirements and outside agencies exports. Training and assistance duties include assisting in the technical preparation of school master schedules; providing assistance for department or site programs and projects; training school staff regarding the use of the student information system and any office productivity software as it relates to the SIS program; assist in the development of any custom forms, reports or exports for the SIS program; and perform related work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Troubleshoot various technical issues related to the student information system via phone, e-mail or in person.
- Consult with in-house IT staff for issues that may need to be escalated to outside technical support representatives to resolve the issue.
- Provide one-on-one or group training to school staff on the student information system, as their job position requires, including any other software application that may be used in conjunction with the student information system.
- Compile and prepare a variety of record extracts, labels and reports related to the student information system data to be sent to the federal government, state, district and other outside agencies or departments within the school.
- Work with in-house staff and vendors on software and hardware installations, troubleshooting, administration and maintenance of equipment and software related to the student information system.
- Attend a variety of meetings with school site personnel to exchange information concerning student information system software projects, support staff, data, implementation and maintenance.
- Assist with school efforts to enhance the student information system to better serve the needs of the users and the community.
- Attend assigned conferences to provide and receive training.

- Assist in the creation of letters, memoranda, news releases, bulletins, user documentation, manuals and other advanced technical documents.

- Performs other duties as assigned that support the overall objective of the position.

QUALIFICATIONS

Knowledge of:

- Student information system and supporting programs.
- Principles, theories, problems and practices pertaining to computer operations, peripheral equipment and customer support.
- Windows computer operating systems, Microsoft Office Suite or other word processing, spreadsheet, desktop publishing and database management software.
- Basic industry-standard networking principles.
- Student enrollment procedures and requirements with regard to record-keeping and report preparation techniques.
- Requirements and restrictions of database concepts.
- Applicable sections of the State Education Code, legal requirements and regulations pertaining to student records and attendance.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.
- Principles of training and providing help desk support.
- Internet usage and terminology.
- Basic HTML.

Ability to:

- Operate a computer and related software.
- Maintain confidentiality with discretion of sensitive information.
- Communicate clearly and concisely, both orally and in writing.
- Interact positively, flexibly and patiently while having to multi-task with co-workers, supervisors, community and vendors to maintain cooperative and effective working relationships.
- Handle a multitude of responsibilities with minimal supervision.
- Read and interpret documents such as operating and maintenance instructions, and procedure manuals.
- Define problems, collect data, establish facts and draw valid conclusions.
- Carry out detailed written, oral and technical instructions.
- Learn new skills to keep current with technology changes.
- Troubleshot basic network problems related to the student information systems and client computers.
- Meet schedules and timelines.
- Analyze situations accurately and adopt an effective course of action.
- Prioritize and schedule work.
- Review and verify input and output data to assure accuracy and efficiency.

PHYSICAL ABILITIES

This position requires:

- Ability to perform all aspects of the job.
- Sufficient hand-eye coordination to make small component connections; visual acuity to read technical documents and instructions and align small components.
- Ability to lift objects of light to medium weight (less than 25 lbs.), to bend or stoop into small areas to connect electronic communications wiring.
- The ability to hear and speak to exchange and retrieve information in person and on the telephone.
- Visual acuity to read technical documents and instructions. .
- Sit or stand for extended periods of time.
- Climb a stool/ladder and reach above shoulders.

EDUCATION AND EXPERIENCE

Equivalent to graduation from high school and an Associates Degree in computer technology or related field is desired. Four years of increasingly responsible experience providing technical support for computer systems or databases, including at least three years or increasingly responsible experience using student information system is desired. Experience with Powerschool and Sybase is preferred.

LICENSES AND CERTIFICATES

Valid California Driver's License

Adopted: October 18, 2006
Range Updated: July 1, 2025 per CBA