Mt. Diablo Adult Education

Adult Education Student Information System (SIS) Specialist

DEFINITION

- Under administrators' supervision, provides support for users of the Adult Education Student Information System (SIS) database.
- Maintains accuracy of SIS information and file system relative to student and staff records and for reporting.
- Provides attendance and related system-generated reports regularly at direction of administrators.

EXAMPLE OF DUTIES

- Provides attendance and system generated reports on a monthly and quarterly basis for school leadership and additional reports as may be needed at the direction of administrators. **E**
- Examines attendance reports on a regular basis and as needed, provides a report to program staff for reconciliation of any discrepancies and then verifies discrepancies have been corrected. **E**
- Generates SIS new staff profiles and user levels as determined by administrators and maintains accuracy of SIS information and file systems relative to staff/employee and system access. **E**
- Provides SIS new user training and ongoing all staff SIS training as may be needed and as directed by administrators. **E**
- Enters program developed courses and associated class listings according to program and schoolwide schedules. **E**
- Provides routine technical support to staff for quarterly online registration.
- Stays current on SIS vendor user new developments and features. **E**
- Ensures that SIS updates and/or changes made by vendor support attendance, record keeping and reporting as required. **E**
- Receives SIS issues from staff and provides resolution assistance. **E**
- Reports user issues to the developer/vendor as needed and communicates with developer/vendor to help resolve user issues. **E**
- As requested by administrator, provides attendance and student records verifications. **E**
- Sends out administrator messaging regarding critical and emergency notification alerts to all student and/or staff. **E**
- Performs related duties as assigned by administrator. **E**

DESIRABLE QUALIFICATIONS

Training and Experience: A combination of training and experience equivalent to two years experience in technology information systems customer support.

Knowledge of:

- SIS database operations
- Rules and regulations relating to state attendance reporting
- Standard business practices and equipment

Skills in:

- Establishing priorities of data entry operation
- Diagnosing and analyzing SIS user issues in order to recommend and/or assist with vendor-prescribed courses of action
- Operating office equipment and peripherals (printers, scanners, etc.)
- Establishing and maintaining effective working relationships with all staff
- Good Customer Service
- Communicating effectively orally and in writing
- Meeting timelines and schedules

Ability to:

- Effectively use and operate a computer and related software
- Work independently with minimal direction

Licenses and Certificates:

A valid California driver's license

Physical Abilities:

Hear and speak to make presentations and exchange information in person and on the telephone; communicate so others will be able to clearly understand normal conversation; dexterity of hands and fingers to operate a computer keyboard and manipulate paper; see to read, prepare documents and reports and to observe other personnel; sit or stand for extended periods of time; work at a desk, conference table, student classroom table, or in meetings in various configurations; hear and understand speech at normal levels; kneel, bend at the waist, reach overhead, above the shoulders,and horizontally; lift objects weighing up to 25 pounds.

CST, Salary Range: 477