

## INFORMATION SYSTEMS SUPPORT TECHNICIAN

### JOB SUMMARY

The Information Systems Support Technician supports ongoing activities and maintenance of a student information system (SIS) and/or other district resource application systems as assigned; provides technical training to site personnel who use a SIS; resolves data issues; works with third parties on SIS updates, integrations and associated issues; and generates a variety of reports.

### REPRESENTATIVE DUTIES

The position description describes the general nature of work performed.

### ESSENTIAL FUNCTIONS

The Information Systems Support Technician may perform any combination of the following:

- Collects, organizes, proofs and reports student information such as test results or enrollment data required by the District and by county, state and federal agencies.
- Performs daily SIS data and reporting tasks.
- Ensures reliability and accuracy of the information contained in a SIS database.
- As assigned, facilitates the administration of testing, including the acquisition of testing materials and coordination with school sites regarding the preparation of testing procedures.
- As assigned, facilitates the enrollment of students in the special education program.
- Provides training and technical support to site personnel to train them how to enter accurate and correct information, to locate information, and to generate reports.
- Sets up and maintains SIS users and permissions.
- May support District office staff on attendance accounting during P1, P2, and Annual submissions.
- Assists with CALPADS (California Longitudinal Public Achievement Data System) data for all reporting periods and submits files to Cal-PASS (California Partnership for Achieving Student Success).
- Provides support in obtaining SSIDs and correcting anomalies in CALPADS data.
- Provides technical assistance to various District staff regarding CALPADS and other mandated reporting requirements.
- Provides support to ensure District compliance with mandated electronic state and federal reporting systems, including CALPADS and other data reporting such as Civil Rights Data Collection as assigned.
- Supports, maintains, coordinates and ensures uniformity of accurate data entry from site to site so that data reports required by the District and government agencies are accurate.
- As assigned, may prepare files for electronic transmission of data to various government and education agencies.
- Assists in the development of District SIS standards and procedures to ensure data is correctly entered, updated and accurate. Assists in the support of systems and projects as directed for the purpose of maintaining integrity of SIS data and meeting the information needs of system users.
- As assigned, supports importation of student data such as scores, grading, registration, attendance, etc., from various sources (e.g., elementary districts, site records, etc.) to ensure accurate and timely posting of essential new data.
- Organizes records and files to easily access information.
- Compiles data of a statistical nature (e.g., projections, data fields and records, student demographics, etc.), generates reports and queries and designs reporting formats, such as graphics and pivot tables, to meet specific reporting needs of the District and government agencies.

## INFORMATION SYSTEMS SUPPORT TECHNICIAN

- May provide training and support in other software systems.
- Informs public and outside agencies regarding a variety of procedures and program requirements for the purpose of providing the necessary information for completing transactions, taking appropriate actions and/or complying with established guidelines.
- Prepares, composes, and disseminates a variety of documents (e.g., correspondence, agendas, minutes of meetings, lists, reports, calendars, schedules, flyers, charts, etc.)
- Attends trainings to keep current with changes in SIS and government reporting requirements.
- Performs other job-related duties as assigned.

### JOB REQUIREMENTS: MINIMUM QUALIFICATIONS

#### KNOWLEDGE OF:

- Windows operating system environment
- Procedures to maintain complex database and reporting systems
- Industry standards and procedures of SIS database applications and maintenance
- Student attendance, grading, registration, and class scheduling standards, practices, and procedures
- Modern office practices, procedures and equipment
- Design and format of reports extracted from database systems
- Troubleshooting and diagnostic techniques for identifying and resolving database and reporting errors including the use of spreadsheet and database tools used for data validation and error checking.
- Basic principles of training
- Software applications used by the District
- Effective oral and written communication skills, telephone techniques and etiquette
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Interpersonal skills using tact, patience and courtesy
- Principles of providing training to others in the use SIS for data entry and reporting purposes.

#### ABILITY TO:

- Communicate and work effectively with others, including students, a variety of staff, managers and administrators
- Understand written and oral instructions
- Organize and plan an effective work schedule
- Communicate with vendors and other technical experts to diagnose and correct software problems
- Work with accuracy and precise attention to details
- Provide technical support and training in SIS data entry and reporting
- Read, interpret and apply technical manuals and documentation
- Detect errors in data output through the effective use of diagnostic and troubleshooting techniques, and the use of spreadsheet and database tools (such as spreadsheet pivot tables and conditional formatting and the use of an Access wizard) used for data validation and error checking
- Analyze situations accurately and adopt an effective course of action; meet schedules and timelines

## INFORMATION SYSTEMS SUPPORT TECHNICIAN

### EDUCATION AND EXPERIENCE

High School diploma or equivalent. Job-related experience within specialized field is required, typically represented by a minimum of one year in the use of information systems applications software. Experience in the application of key SIS components of attendance, master scheduling and registration preferred. Intermediate work experience using Excel (such as using formulas, graphs and pivot tables to present, compare, import, format, calculate and validate data) is required. Experience using Access or similar database a plus.

### DISTINGUISHING CHARACTERISTICS

The Information Systems Support Technician supports procedures and activities that maintain the reliability and integrity of student information system (SIS) data.

Differentiation between the Information Systems Support Technician and the position above it is distinguished as follows:

The Information Systems Support Supervisor oversees the flow of work within the SIS unit and provides direction to staff in the unit in the support of SIS duties.

### REQUIRED TESTING

Pre-employment testing and assessment is required to demonstrate the minimum qualifications for the position.

### CERTIFICATES

None

### CONTINUING EDUCATION/TRAINING

Participation in ongoing job-related training as assigned.

### CLEARANCES

California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background (fingerprint) clearance; pre-employment physical examination including tuberculosis (TB) and drug screen clearances.

### WORKING ENVIRONMENT

The usual and customary methods of performing the job functions require the following physical demands:

Physical Demands Frequency Definitions Based on an 8-Hour Day:

Seldom = 1-10% (<45 minutes)

Occasionally = 11-33% (up to 3 hours)

Frequently = 34-66% (up to 6 hours)

Continuously = 67-100% (more than 6 hours)

**INFORMATION SYSTEMS SUPPORT TECHNICIAN**

Seldom or Occasionally	Pushing and pulling, reach above shoulder, reach at shoulder, stooping/bending, climbing/balancing, pushing/pulling, crawling
Occasionally	Walking, standing, squatting/crouching, lifting and carrying up to 25 pounds at waist or overhead/shoulder height up to 25 feet
Occasionally or Frequently	Handling, simple grasping
Frequently or Continuously	Sitting up to one hour in intervals, neck flexion/rotation, reach below shoulder, fingering/fine manipulation to operate a keyboard and special equipment

**AUDITORY OR VISUAL REQUIREMENTS**

Auditory ability to hear others in order to communicate and make presentations, vision ability to see near, distant, color, depth and peripherally.

**ENVIRONMENTAL CONDITIONS**

None.

**CERTIFICATES**

Possession of a valid State of California Class C or higher Driver's License, and proof of insurance.

**CONTINUING EDUCATION/TRAINING**

Participation in ongoing job-related training as assigned.

**CLEARANCES**

California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background (fingerprint) clearance; pre-employment physical examination including Tuberculosis (TB) and drug screen clearances.