

INFORMATION SYSTEMS SUPPORT ANALYST

OVERALL JOB PURPOSE STATEMENT

Under the direction of the Director of Student Information Services, the job of Information Systems Support Analyst includes coordinating and performing ongoing activities to maintain and update the student information system (*i.e.*, Eagle Aeries) and other district resource application systems as assigned; providing technical coordination and training to site personnel who use SIS; troubleshooting problems with the student information system; resolving reports and data issues of SIS; planning, developing and maintaining SIS software and reporting capability.

DISTINGUISHING CHARACTERISTICS

Positions in the information systems support series are responsible for the installation, maintenance, repair and reliable functioning of data systems acquired and installed to support District instructional and administrative programs. Work is often performed in close coordination with technology services personnel and systems, as well as with end users of the data systems. The student information system utilizes a highly complex database (Eagle Aeries) to accomplish the collection and management of the required information. There are an estimated 30,000 users of this system, including students, teachers, parents, administrators, counselors, and support staff.

The Information Systems Support Analyst is responsible to maintain the integrity of the data in the District's student information system including attendance, registration, class scheduling, grades, test results, parent portal, and other application systems as assigned and for assisting with the system. This class provides expert and advisory guidance to staff district wide in the use of the integrated student information system and performs complex functions to maintain accuracy and reliability of the system and to meet requests for reporting needs. In contrast, the Information Systems Support Technician is responsible to support procedures and activities established to maintain the reliability and integrity of the student information system.

ESSENTIAL JOB FUNCTIONS:

- Supports the program to develop and maintain a district-level database for the purpose of collecting, organizing, analyzing and reporting all student information (e.g., attendance, grading, academic progress, test results, enrollment, transfer, etc.) required by the District and by county, state and federal agencies.
- Ensures proper linkage among components of the SIS (e.g. grading, attendance, transfers, parent portal) for the purpose of maintaining system integrity and accuracy.
- Designs various reports and report formats using a variety of software and database tools including standard query language (SQL) for the purpose of developing job aids for tasks performed by District staff using the SIS and for providing information to meet specific and one-of-a kind reporting needs.
- Analyzes student information using application software for the purpose of providing District programs with information needed to make various program decisions.
- Manages and maintains daily tasks for data and reports for the purpose of ensuring reliability and accuracy of the database.

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- Prepares/composes/disseminates a variety of documents and presentations (e.g. correspondence, agendas, minutes of meetings, lists, reports, calendars, schedules, flyers, PowerPoint slides, charts, etc.) for print and computer reproduction for the purpose of documenting and communicating activities and information to District departments and staff, to other agencies, and to the general public.
- Develops the annual Aeries training schedule for the purpose of leading and providing training to experienced and newly hired site personnel on use of student information system for ensuring the accurate, timely and integral use of the program at all school sites.
- Provides technical support and training to site users and District system users to ensure that SIS functions normally and reliably and staff are able to make full use of SIS capabilities.
- Prepares files for electronic transmission of data to various State and education agencies for the purpose of meeting various reporting requirements and requests for information.
- Downloads and imports testing results and other data (scores, grading, registration, attendance) from various sources (e.g. State agencies, elementary districts, site records, etc.) for the purpose of maintaining accurate and current databases and ensuring timely posting of new data.
- Develops/documents District files, procedures, and SIS protocols for the purpose of ensuring a uniform and reliable access to information and a data environment of installed systems to meet user information needs.
- Assists in the support of systems and projects as directed for the purpose of maintaining integrity of SIS and meeting the information needs of system users
- Compiles data of a statistical nature (e.g. projections, data fields and records, student demographics, etc.) for the purpose of assisting others in the preparation of recommendations and/or reports for administrative review and action.
- 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.
- Monitors linkage between Aeries and a variety of connected systems and/or applications (such as DataDirector, MyAccess, ABI, Aeries.net teacher portal, Aeries.net parent portal) for the purpose of ensuring reliable interaction of these systems.

OTHER JOB FUNCTIONS:

- Performs other related duties as assigned.

JOB REQUIREMENTS – MINIMUM QUALIFICATIONS

KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE of Windows operating system environment; procedures to maintain complex database and reporting systems; industry standards and procedures of SIS database application 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; Standard Query Language (SQL); basic principles of training; software applications used

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by the District; 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 work direction and guidance.

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 with users; install and maintain complex database systems and applications; troubleshoot and debug database applications and software problems; train and assist others in the use and functions of assigned software; provide and maintain documentation of installed systems; work under general supervision to resolve software problems; write effective queries to the database using SQL and other software tools; communicate with vendors and other technical experts to diagnose and eliminate software problems; work with accuracy and precise attention to details and provide similar guidance to system end-users; provide technical support and guidance and training on system procedures, techniques, methods, and requirements to others; read, interpret and apply technical manuals and documentation; detect errors in data output; analyze situations accurately and adopt an effective course of action; meet schedules and timelines; observe legal and defensive driving practices; travel between district sites and to other work-related locations such as the San Diego County Office of Education.

RESPONSIBILITY

WORKING ENVIRONMENT

The usual and customary methods of performing the job's functions generally require 75% sitting, 10% walking and 15% standing. The job is performed in typical office and school site environments. Position is required to travel to all school sites in the District and occasionally to other school districts and the County Office of Education; such travel is typically in employee's own vehicle with mileage reimbursement.

EDUCATION

Associate Degree in computer and network systems, information technology, database management or closely related field. Additional qualifying experience may be substituted for the education on the basis of 24 semester/45 quarter units for each year of full-time experience.

EXPERIENCE

Two years progressively responsible information systems experience involving large-scale databases, including the use of SQL for report development, with preference for student information systems. Additional qualifying education (e.g. Bachelor's degree in information technology or database systems administration) may substitute for one year of the qualifying experience.

REQUIRED TESTING

Pre-employment proficiency test.

LICENSES AND CERTIFICATES

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California Class C Driver's License; record of driving history issued by the California DMV on its Form H-6 less than 30 days prior to applying for the position.

CONTINUING EDUCATION/TRAINING

None specified.

CLEARANCES

Fingerprint Clearances issued by the California Department of Justice and the Federal Bureau of Investigation (FBI); TB Clearance. Pre-employment physical examination including negative drug screen.