

INFORMATION SYSTEMS SUPPORT TECHNICIAN

OVERALL JOB PURPOSE STATEMENT

Under the direction of the Director of Executive Director of Educational Services, the job of Information Systems Support Technician includes supporting ongoing activities and maintenance of the student information system (SIS) and other district resource application systems as assigned; providing technical training to site personnel who use SIS; resolving reports and data issues of SIS; maintaining SIS software and reporting capability.

DISTINGUISHING CHARACTERISTICS

Positions in the technology program are responsible for the installation, maintenance, repair and reliable functioning of hardware, software, and data systems acquired and installed to support District instructional and administrative programs.

The Information Systems Support Technician supports procedures and activities that maintain the reliability and integrity of the student information system (SIS) including attendance, registration, class scheduling, grades. This position also supports other application systems as assigned and may provide user support. In contrast, the Information Systems Support Specialist is responsible for the integrity of the data maintained in the District's SIS, for the reliability of the software that supports the system, for ensuring necessary training for all SIS users.

ESSENTIAL FUNCTIONS

- Supports the program to develop and maintain a district-level database for the purpose of collecting, organizing, analyzing and reporting student test results required by the District and by county, state and federal agencies.
- Manages and maintains daily tasks for SIS data and reports for the purpose of ensuring reliability and accuracy of the database.
- Designs various reports and report formats, such as graphics and pivot tables, for the purpose of providing information to meet specific reporting needs.
- As assigned, facilitates the administration of testing, including the acquisition of testing materials and coordination with school sites regarding the preparation of testing procedures.
- Provides training to site personnel on use of student information system for ensuring the accurate, timely and integral use of the program at all school sites.
- Analyzes student information using application software for the purpose of providing District programs with information needed to make various program decisions.
- 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.
- As assigned may prepare files for electronic transmission of data to various State and education agencies for the purpose of meeting various reporting requirements and requests for information.
- Assists in the development of District procedures and SIS protocols for the purpose of ensuring a uniform and reliable data environment and maintaining documentation of installed systems.
- 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.
- As assigned, supports importation of student data such as scores, grading, registration, attendance, etc., from various sources (for example, elementary districts, site records, etc.) to ensure accurate and timely posting of essential new data.

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- Designs/produces materials (e.g., brochures, forms, training aids, etc.) for the purpose of communicating information.
- Organizes records and files for the purpose of establishing and maintaining a system of access to information.
- 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.
- Prepares/composes/disseminates a variety of documents (e.g., correspondence, agendas, minutes of meetings, lists, reports, calendars, schedules, flyers, charts, etc.) for the purpose of documenting and communicating activities and information.

OTHER 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; basic principles of training; software applications used 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 on software problems; 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.

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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)

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

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.

EXPERIENCE

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

EDUCATION

High School diploma or equivalent.

REQUIRED TESTING

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

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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.