



## David Douglas School District #40

### Classified - Job Description

#### **DATA AND STUDENT INFORMATION SPECIALIST**

Schedule: 8 hours per day, 12 months

CLASS: 19

#### **POSITION PURPOSE**

The Student Information System Support Specialist provides support and training for the end users of student information and demographic data; maintains, manages, and coordinates with various departments to maintain student data systems and data integrity; develops new reports, queries, and/or scripts; serves as liaison between the end user and the district office; and supports the data entry needs for multiple reports to state and federal agencies requiring student data.

#### **NATURE AND SCOPE OF RESPONSIBILITIES**

May include, but are not limited to, the following:

- Identifies, diagnoses, and resolves problems for users of the David Douglas School District Student Information System (“SIS”, currently Synergy).
- Monitors, identifies, and prioritizes SIS questions submitted within the IT ticketing system.
- Provides one-on-one end-user SIS problem resolution over the phone, e-mail, or remotely as needed.
- Responds to basic, non-complex problems, referring more complex problems to appropriate higher level internal personnel and/or to the Cascade Technology Alliance (CTA) helpdesk.
- Attends data system meetings when required at local Educational Service Districts.
- Creates SIS reference materials (e.g., “go-by’s”, quick reference guides, and protocols) for dissemination to end-users including, but not limited to, Registrars, Secretaries and Teachers.
- Assists with maintaining SIS data integrity by running reports to identify potential errors.
- Assists with system maintenance by running regular system processes daily, weekly or monthly, as needed. Maintains and adheres to the schedule for these system responsibilities.
- Performs basic SIS setup for schools before the start of the new school year. Assists district staff to facilitate the New Year Rollover and Year End Transition.
- Provides set up assistance for new features within the system including the testing of these features prior to adoption in the live environment.
- Assists in the delivery of SIS training to new employees and existing employees including, but not limited to, professional development for large group, small group, and drop-in settings.
- Assists district staff on-site with detailed problems as needed.
- Tests newly created reports and posts to the appropriate place within the SIS for end-users.
- Performs basic data queries and responds to K-12 data inquiries from staff and/or outside partner agencies.
- Grants SIS access to end-users with the appropriate level of system security. Resets passwords as needed.
- Stays current on state and federal student data reporting requirements for the purpose of ensuring accurate and compliant data submission.
- Adheres to information security policies and regulations (FERPA, COTA, HIPAA, etc).
- Maintains integrity of confidential information relating to students, staff, or district patrons

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### **ADDITIONAL FUNCTIONS:**

- Assists in management of SIS data from multiple sources including internal, external, and third party data, when necessary.
- Assist management of user accounts and access privileges for the SIS and Data Warehouse for the purpose of providing data security.
- Supports the development of queries and scripts for the purpose of providing specific student data.
- Supports the development of mail merge documentation in SIS systems.

### **OTHER JOB FUNCTIONS:**

- Performs other related duties as assigned.
- Demonstrates professionalism and appropriate judgment in behavior, speech, and dress in a neat, clean, and appropriate professional manner for the assignment and work setting.
- Maintains regular and consistent attendance and punctuality.
- Confers regularly with immediate supervisor, or designee, and works under the direction of licensed staff.
- Follows all district policies, work procedures, and reasonable requests by proper authority.

### **QUALIFICATIONS:**

#### **Experience Required:**

- A minimum of two years' experience supporting users on data systems; extensive experience using MS Excel.
- Familiarity working:
  - MS PowerPoint or other presentation software
  - MS Word software
  - FileMaker, Access, or other database software
  - Working with large-scale datasets
  - Experience working in a team-oriented, collaborative environment.

#### **Skills, Knowledge and/or Abilities Required:**

- Skills to: provide clear and concise written documentation; analyze and problem-solve complex issues; provide exceptional customer service
- Knowledge of: K-12 school business processes and student information management functions including district, state, and federal reporting.
- Abilities to: maintain concentration for extended periods; produce accurate and effective on-time solutions in a dynamic environment with multiple priorities; prepare accurate records, reports, and documentation; present ideas in user-friendly language, to include text, charts, graphs, and screen shots. Effectively communicate technical concepts to non-technical audiences; effectively work and communicate with students, parents, and school personnel from diverse cultures or backgrounds in English, Spanish, or other languages related to the job; organize time and other resources to handle multiple tasks simultaneously; prioritize time, projects, and resources to meet deadlines in a timely manner; periodically upgrade skill-based competencies to satisfactorily perform the functions of the job or to meet changing job conditions; travel in the district to a variety of locations inside school buildings and offices, including but not limited to office, classroom and lab environments.

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- Significant physical abilities include: sitting for prolonged periods in a confined area; reaching/handling/manual dexterity to operate a computer keyboard, mouse, and other computer components; mobility to work in typical office setting and use standard office equipment; frequent near and far visual acuity with or without visual accommodation to read printed materials and computer screen or other monitoring devices; hearing/speech to communicate in person or over the telephone.
- Strength: Generally sedentary/light. Exerting up to 15 pounds of force occasionally and/or up to 10 pounds of force constantly to move objects.

### **Education Required:**

Any combination equivalent to:

- Graduation from high school supplemented by two years of experience working with student management systems, database management, and/or state agencies.
- Three years experience working with users in a support and/or training environment and managing student data.
- Desired: Experience using MS Word, MS Excel, MS Power Point, Filemaker or MS Access, Synergy student information system and Data Warehouse databases in a public school system.

### **ESSENTIAL PHYSICAL REQUIREMENTS**

Light to moderate degree of physical stamina, with occasional lifting of up to 40 pounds. Ability to sit for prolonged periods of time, as well as frequent standing, walking, and bending. Must be able to travel to schools within district.

### **David Douglas School District Drug Testing and Criminal Background check**

Per district policy all offers of employment shall be contingent upon the successful passing of a district required drug test and criminal background check. David Douglas School District's Human Resources will designate where and when the testing will be conducted. The offer of employment will be withdrawn from candidates who test positive for drugs.