

SEQUOIA UNION HIGH SCHOOL DISTRICT
Job Description

JOB TITLE	Information Services Specialist II
ADMINISTRATIVE RELATIONSHIP	Under the direction of the Chief Technology Officer or designee
CLASSIFICATION	Classified Maintenance and Operations
REQUIREMENTS	<p>EXPERIENCE Three years experience in data processing, CALPADS state reporting, data analysis, SQL principals, Student Information systems, Learning Management Systems, and Ad-Hoc report design in an educational environment or two years experience successfully fulfilling essential duties of an Information Services Specialist I within the Sequoia Union High School District.</p> <p>EDUCATION High school graduate or equivalent.</p> <p>LICENSE Valid California driver's license</p>
SALARY SCHEDULE	Classified M&O Salary Schedule I – 19
WORK YEAR/HOURS	12 months / 7.5 hours
LOCATION	District Office
BOARD APPROVAL	

BASIC FUNCTION
Under the general direction of an assigned supervisor, coordinate project tasks for State and District systems to identify and implement best practices to assist in the improvement of teaching and learning to reduce the achievement gap; review and cross-reference state-reported data using computer applications to provide reasonable, timely delivery of professional data analysis services to meet the needs of the District; develop and produce reports and forms; perform descriptive statistics on data sets and generate reports using statistical applications.

ESSENTIAL FUNCTIONS

- Supports the operation of the District Student Information system (SIS), Learning Management System (LMS), and database required for state reporting.
- Assists in maintaining, importing, and reporting student enrollment, grades, schedules, attendance, and other academic and demographic information.
- Provides required information extracts to governmental and other outside agencies.
- Aligns all student data to the county, state, and federal standards and requirements.
- Provides technical support in developing solutions to user-related problems and application systems.
- Organizes and prepares application software documentation, procedural documentation, and operation instructions.
- Provides training to users of the student information systems software in both a classroom environment and by other mediums such as video conferencing.
- Reviews and evaluates software and makes recommendations.
- Operates computer and printer and scanning equipment as required.
- Interfaces with software and hardware vendor personnel to resolve technical issues.
- Runs data reports, and performs file transfers and data conversions.
- Reports project progress status and challenges to a supervisor or to IS Specialist III.
- Collects, processes, organizes, and enters data to support research and evaluation of student achievement and the viability of projects and programs; generates data necessary to analyze assigned projects, programs, or services using statistical software packages.
- Cross-references data to ensure data accuracy; recognize problems in source documents and make corrections or notify supervisor or designated personnel as needed; provides information and advice on research methods to obtain desired information.
- Participates as a member of a project team to accomplish assigned project results; supports the review of research, edits forms and surveys, and prepares reports and presentation materials.
- Produces descriptive statistical information used in a variety of school and District-level reports; reviews and validates a variety of reports to ensure accuracy and completeness.
- Communicates in a reasonable, timely manner with other departments, District staff, and outside organizations to resolve issues or concerns, exchange information, and accomplish assigned projects; provides guidance and clear directions to others; assists schools in accessing data.
- Provides software application support and training for staff, specific to Information Services projects.
- Works in conjunction with other information technology teams, staff, and vendors to provide assistance and support to ensure the highest level of customer service possible.
- Monitors, assigns, and answers service request tickets in the support ticketing system and CANVAS ticketing system.
- Supports and trains Edgenuity end users.
- Proficient in creating and using Ad Hoc reports, creating and implementing SQL queries to pull, submit, and cross-reference state-reported data.
- Processes requests to create, update, and/or terminate staff SIS profiles and SIS/LMS user accounts.
- Performs other related duties as assigned that support the overall objective of the position.

KNOWLEDGE OF:

- Digitized recordkeeping systems and practices.
- Principles and operation of various software packages including Microsoft Office, and principles of Microsoft SQL.
- State Reporting mandates and timelines.
- Database development techniques and software used to implement them.
- Software applications for quantitative reporting and analysis.
- Computer, copier, scanner, and bulk mailing operations.
- Ad-Hoc reports, surveys, and forms.
- Project progress and monitoring techniques.
- Statistical interpretation of data output.
- Interpersonal skills using tact, patience, and courtesy.
- Knowledge of data confidentiality practices.
- Methods and techniques of training.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.

ABILITY TO:

- Establish and maintain cooperative and effective working relationships with a diverse range of people.
- Interpret state and federal mandates regarding data.
- Maintain knowledge of current state and governmental agencies' reporting requirements.
- Provide guidance to other District Student Information System (SIS) users.
- Present recommendations and provide clear directions and guidance.
- Conceptualize and work at detail levels.
- Prepare accurate and timely reports with detailed data requirements.
- Communicate, understand, and follow both oral and written directions effectively.
- Plan, prioritize, and schedule work to meet schedules and timelines.
- Learn new or updated computer systems and programs to apply to current work.
- Communicate using patience and courtesy in a manner that reflects positively on the organization.
- Actively participate in meeting District goals and outcomes.
- Apply integrity and trust in all situations. Learn District organization, operations, policies, objectives, and goals.

Incorporated within one or more of the previously mentioned performance responsibilities, which are essential functions of this job description, are the following essential physical requirements:

- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information.
- Seeing to read a variety of materials and view a computer monitor.
- Sitting or standing for extended periods of time.
- Lifting, carrying, pushing, or pulling moderately heavy objects as assigned by the position.
- Bending at the waist, kneeling, or crouching.
- Reaching overhead, above the shoulders, and horizontally.

WORK ENVIRONMENT

- Office environment; constant interruption; extended viewing of a computer monitor.

