SEQUOIA UNION HIGH SCHOOL DISTRICT
Job Description

JOB TITLE	Information Services Specialist III
ADMINISTRATIVE RELATIONSHIP	Under the direction of the Chief Technology Officer or designee
CLASSIFICATION	Classified Maintenance and Operations
REQUIREMENTS	EXPERIENCE Course work in computer science or related field with five years experience in data processing, CALPADS state reporting, data analysis, SQL principals, Microsoft Visual Basic concepts, Student information systems, Learning Management Systems, and Advanced Ad-Hoc report design in an educational environment or three years experience successfully fulfilling essential duties of an Information Services Specialist II within the Sequoia Union High School District. EDUCATION High school graduate or equivalent. LICENSE Valid California driver's license
SALARY SCHEDULE	Classified M&O Salary Schedule I – 21
WORK YEAR/HOURS	12 months / 7.5 hours
LOCATION	District Office
BOARD APPROVAL	

BASIC FUNCTION
Under general supervision, performs intermediate duties relating to the installation, maintenance and support of computer networks and related software and hardware at various sites.
DISTINGUISHING CHARACTERISTICS
The Technology Maintenance Specialist III organizes and plans for the addition of physical and wireless networks, links, and upgrades; maintains computer data communications networks and performs associated technical and support functions; provides support and coaching to users, technology staff, and school site staff; works at various sites to

troubleshoot problems with servers, network equipment, workstations, printers, and software; communicates with District and site support staff on technical issues.

ESSENTIAL FUNCTIONS

- Provides technical support in developing solutions to user-related problems and application systems.
- Organizes and prepares application software documentation, procedural documentation, and operation instructions.
- Reviews and evaluates software and makes recommendations.
- Assists in the creation of web-based and database applications.
- Evaluates data and reports and maintains quality control.
- Provides knowledge and expertise in all aspects of the District's Student Information System (SIS), Learning Management System (LMS), database required for state reporting, and all other related systems.
- Identifies, analyzes, and resolves problems with administrative software, interacts effectively with users to solve problems, and advises on best practices for using the software system.
- Maintains, import, and report 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.
- Operates computer and printer and scanning equipment as required.
- Interfaces with software and hardware vendor personnel to resolve technical issues.
- Creates data reports and visual representations of data.
- 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; recognizes problems in source documents and makes corrections or notifies a supervisor or designated personnel as needed; provides information and advice on research methods to obtain desired information.
- Designs and produces forms and accurate reports in a reasonable, timely manner to assist sites in decision-making that impacts student achievement.
- Participates as a member of a project team to accomplish assigned project results; supports and assists in the writing of a variety of materials, editing of forms and surveys, and preparation of reports and presentation materials.
- Review and validate a variety of reports to ensure accuracy and completeness.
- Travels to various District sites providing training or Arena Check-in support.
- 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.
- Work with team to perform and ensure system upgrades are done.
- Reports progress status and challenges to supervisor.
- Represents the district at technical conferences.

- 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.
- 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:
- Principles and operation of various software packages including but not limited to Microsoft Office, Microsoft SQL, and concepts of Microsoft Visual Basic.
- State Reporting mandates and timelines.
- Database development techniques.
- Statistical interpretation and representation of data.
- Methods, and techniques of training.
- Computer ~~and~~ scanner, and bulk mailing operations.
- Advanced Ad-Hoc reports, surveys, and forms.
- Interpersonal skills using tact, patience, and courtesy.
- Knowledge of data confidentiality practices.
- Oral and written communication skills.
- Data visualization and presentation software.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.

ABILITY TO:
- Prepare and present clear and concise reports.
- 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.
- Establish and maintain cooperative and effective working relationships with a diverse range of people.
- Present recommendations and provide clear directions and guidance to others as assigned.
- Compile and verify data and identify and resolve errors.
- 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/software 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.