STUDENT DATA SYSTEMS SPECIALIST

JOB SUMMARY

Under general direction, provide technical support and training to school sites and District staff in the use of student data systems and data entry of various student records; assure accuracy and timely submission of student data; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Provide technical support and training to school sites and District staff in the use of student data systems and data entry of various student records; answer phones and receive requests for assistance with computers, software, hardware and network issues; provide assistance and route requests to appropriate staff as necessary. *E*
- Listen to users to establish facts about a problem, what the user did leading up to the problem and deduce sources of error; respond to questions and apply knowledge of student data system procedures; communicate step-by-step instructions to users. *E*
- Troubleshoot system problems; coordinate and arrange for major repairs as necessary; confer with technical support personnel to resolve malfunctions. *E*
- Assure accuracy and timely submission of student data; create and disseminate special reports for schools, faculty and the District; create queries as necessary to print reports; compile information and generate reports. *E*
- Develop system queries and reports on the assigned student information system; run requested reports and provide specific information to District sites and administration. *E*
- Create, modify, test and delete user accounts and logins for the student data system in accordance with established procedures; reset passwords for individual accounts. *E*
- Create unique State student identifiers and maintain student information using the State-mandated data system. *E*
- Plan, organize and recommend priorities for smooth and timely operations relating to computerized records; coordinate procedures and problem resolution; support key users school sites. *E*
- Assist in preparing a variety of periodic and special reports such as attendance, schedules, grades and student demographic data; assure integrity of student data and reports. *E*
- Assist in the development and maintenance of the school site user manual; assist in the development of operating procedures and recommend designs for various forms and screens. *E*
- Communicate with other departments, District staff and school sites to exchange

information, resolve issues and coordinate activities. *E*
- Review and verify the accuracy of completed work including forms, correspondence and various student documents for completeness and compliance with applicable laws, codes, regulations and procedures; maintain confidentiality of sensitive and privileged information. *E*
- Conduct training for District staff in the proper operation and troubleshooting of student data systems, computers, software applications and related peripherals; develop training programs and related instructional information; drive a vehicle to various sites to train users. *E*
- Maintain a variety of records and files related to work performed. *E*
- Perform a variety of clerical support duties for administrators; answer telephones and take and relay messages; type correspondence, memoranda and bulletins; file documents; receive and sort incoming mail. *E*
- Attend a variety of meetings, conferences and workshops to maintain current knowledge of technological advances related to assigned activities. *E*
- Assist in researching and evaluating new student data technologies and products.

*Note: At the end of some of the duty statements there is an italicized **E** which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

DISTINGUISHING CHARACTERISTICS

The Student Data Systems Specialist classification is designed to serve as a technical resource, providing technical support and assistance to clerical or professional staff utilizing the District's student data systems. An incumbent is the first point of contact in troubleshooting and solving end user issues with the student data system and related peripherals in addition to assuring the accuracy and timely submission of student data. A Student Data Systems Specialist is required to maintain the confidentiality of sensitive and privileged information and must demonstrate sound interpersonal and customer service skills.

EMPLOYMENT STANDARDS

Knowledge of:

Principles, methods, practices and issues of operating an electronic data processing computer and peripheral equipment.
Operation of assigned software applications including the student information system.
Training methods and techniques.
District and site procedures related to attendance and grade reporting.
Technical aspects of field of specialty.
Record-keeping techniques.
District organization, operations, policies and objectives.
Oral and written communication skills.
Modern office practices, procedures and equipment.
Telephone techniques and etiquette.
Interpersonal skills using tact, patience and courtesy.
Operation of standard office equipment.

Public speaking techniques.

Ability to:

Provide technical support and training to school sites and District staff in the use of student data systems and data entry of various student records.
Compile statistical data in a timely and efficient manner and prepare reports.
Provide technical support and training to staff in computer operations.
Troubleshoot student data system problems.
Exercise independent judgment and initiative within established guidelines.
Maintain current knowledge of technological advances in the field.
Reassure and assist others on the telephone in a tactful and sensitive manner.
Operate a variety of standard office equipment.
Establish and maintain files and records.
Make arithmetic calculations quickly and accurately.
Plan and organize work.
Work within a team environment.
Meet schedules and time lines.
Prepare and deliver oral presentations.
Complete work with many interruptions.
Communicate effectively both orally and in writing.

Education and Training:

Graduation from high school supplemented by college-level coursework in computer science, statistics, education, psychology, behavioral or social science or a related field.

Experience:

Two years of experience working with student data systems including developing system queries and reports. Experience involving troubleshooting student data systems and training of end users is highly desirable.

Any other combination of training and/or experience that could likely provide the desired skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

Positions in this classification require the use of a personal automobile and possession of a valid California class C driver's license.

SELF-CERTIFICATION OF TYPING/KEYBOARDING SKILLS:

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 35 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

WORKING ENVIRONMENT

Office environment.
Constant interruptions.
Extended viewing of a computer monitor.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information in person or on the telephone.
Sitting for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching.
Lifting, carrying, pushing or pulling moderately heavy supplies and equipment.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

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