

SENIOR SCHOOL INFORMATION SYSTEMS SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is moderate level technical work involving management of the school and student information system of a school district. The incumbent is responsible for ongoing configuration, implementation and operation of the school and student information systems, including ongoing coordination and support of integration with other school information systems and software in the district. The work includes responsibility for management of data including data entry, data maintenance, data processing, and data accuracy. The incumbent provides training and support services for users of the system. Work is performed under general supervision of a Director of Information Technology or other higher level school administrator. Supervision may be exercised over the work of subordinate technical and clerical staff. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists in implementation, utilization, support and troubleshooting of student information and school administration software and database systems, including routine backup, disaster recovery planning, and virus/malware protection;

Coordinates and supports integration with other school information systems and software in the district, including importing and incorporating data such as student registration, grade reporting, scheduling and attendance, from various school and community sources;

Develops and implements methods for facilitating transfer of information among various systems;

Provides technical assistance, training and first-line support for instructional and administrative staff with respect to school/student information databases, reporting, and related functions;

Provides technical assistance and support end-users including district personnel as well as the student/family community relative to the student/school information system;

Manages, troubleshoots, and ensures accuracy of student information report functions such as report cards, progress reports, etc.;

Formulates queries and produces reports for administration, as assigned;

Audits output reports for completeness and accuracy;

Manages, maintains and troubleshoots user access, including security, passwords, etc.;

Maintains system software by updating software version, re-booting, applying software patches, as required;

Coordinates and works closely with IT Department for ongoing system and software maintenance, upgrades, etc.;

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Assists in the design and implementation of new applications;
Maintains help desk database;
Performs a variety of related activities as required.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the capabilities of the computer equipment and software packages used for computerized school and student record keeping services in a school district; good knowledge of the capabilities of automated systems equipment to produce various formats, such as reports, tables, charts and file storage; familiarity with school administration and student information systems and related software applications; ability to establish and maintain effective working relationships with others; ability to train user personnel in the operation and application of a computerized school and student record keeping systems; initiative; tact; good judgment.

MINIMUM QUALIFICATIONS: Either

- a) Associates degree and two (2) years experience in a position which included developing and maintaining records in a database, or computer operations and data processing; or
- b) Graduation from high school or possession of a comparable diploma and three (3) years experience in a position which included developing and maintaining records in a database, or computer operations and data processing; or
- c) An equivalent combination of training and experience as described in (a) and (b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENT:

An employee in this position may be required to complete training, in-service and/or certificate programs for specific school administration and/or student information systems and related software applications.

*Former title "Senior Student Information Systems Support Specialist"
Title updated in June, 2014*