

SCHOOL INFORMATION SYSTEMS SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Work involves performance of technical procedures necessary to support and maintain student and school computer systems. Duties include first level support for users of the system. Work is performed under general supervision of Senior School Information Systems Support Specialist, Data Analyst, Director of Information Technology, or other school administrator. Supervision is not a requirement of this position. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Performs procedures necessary to support and maintain student and school computer applications;
Imports data, such as student registration, grade reporting, scheduling and attendance, from various school and community sources, for incorporation in the school district database;
Develops methods for facilitating transfer of information among various systems;
Codes data changes required to process district reports;
Reviews the formatting of records at the user level;
Formulates queries and produces reports for administration, faculty and staff;
Audits output reports for completeness and accuracy;
Assists in the design and implementation of new applications;
Provides technical assistance to district personnel and parents concerning the operation of the system;
Provides training to school district personnel;
Maintains system software by updating software version, re-booting, applying software patches, as required;
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: Working knowledge of the capabilities of the computer equipment and software packages used for computerized school information and student record keeping services in a school district; working knowledge of the capabilities of automated systems equipment to produce various formats, such as reports, tables, charts and file storage; ability to establish and maintain effective working relationships with others; ability to train user personnel in the operation and application of a computerized school information and student record keeping system; initiative, tact, good judgment.

SCHOOL INFORMATION SYSTEMS SUPPORT SPECIALIST (cont'd)

MINIMUM QUALIFICATIONS: Either

- a) Associates degree and one (1) year 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 two (2) 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 FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

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