

JOB TITLE: STUDENT INFORMATION SYSTEM SUPPORT SPECIALIST**BASIC FUNCTION**

Under general supervision of an Administrator, to support District and school users of the student data base information system. Perform a variety of technical data control functions and procedures to support and improve computer user operations; to prepare and input data into and extract reports from the District's computer system; to insure the integrity of information in the District's data base; to assist application users in resolving data processing hardware and software problems; to perform assigned clerical duties and do other related work as required.

ESSENTIAL JOB FUNCTIONS

- Acts as resources to site and District personnel
- Assigns course codes as required
- Attends meetings to provide information and answer questions or concerns
- Extracts information and generates reports as required/requested
- Maintains student information database for the District to meet CSIS reporting requirements
- Coordinates use of information systems to complete CBEDS reports
- Writes queries as requested by District or site personnel
- Assists in the determination of data processing operational and application controls, guidelines and procedures
- Assists District database system users in the resolution of data processing application problems, issues and concerns
- Review and evaluate input data and output reports to ensure adherence to operational and quality control procedures
- Create and extract reports from data system
- Serves as a liaison to system users and provide routine assistance in developing solutions to user-related problems and applications
- Correct or assist in the correction of routine errors within system reports and documents
- Provides staff development and in-service training for system users
- Prepares and maintains operational and system guides, information bulletins and documentation manuals
- Monitors submission of required reports and activities by system users
- Answers the office telephone
- Maintains files and records related to data processing operational procedures
- Performs assigned clerical tasks
- Serves as a resource to appropriate committees

JOB REQUIREMENTS – QUALIFICATIONS**Skills, Knowledge and/or Abilities Required:**Skills to:

- Operates standard office machines and equipment
- Operate a microcomputer and computer terminal

Knowledge of:

- Peripheral equipment used in a network environment
- Information technology principles, methodology as related to various organizational operations
- Productivity software including word processing, database and spreadsheet
- Methods, procedures, and techniques pertaining to various aspects of data processing application operations
- Data processing documentation standards and data processing program language
- Data base management operations and techniques
- Computer operating system design and theory appropriate to a resource sharing/time sharing system
- Data processing hardware, system software and service delivery methods, techniques and changes
- Principles of effective communication
- Modern office methods, procedures, and techniques
- Standard office machines and equipment

Ability to:

- Handle multiple projects simultaneously
- Follow detailed, complex instructions and interpret procedures
- Prepare complete and concise reports
- Analyze and develop solutions for data and/or systems problems
- Read, understand, interpret and apply complex written computer instructions and information
- Apply knowledge of data processing systems to a wide variety of management and user service requests
- Communicate complex information effectively over the telephone
- Perform general clerical work with speed and accuracy
- Prepare clear and concise reports
- Communicate effectively in oral and written form
- Establish and maintain cooperative working relationships with system users, and other staff members
- Understand and carry out oral and written directions with minimal direction and supervision
- Establish and maintain positive and effective working relationships
- Promote team building and a positive work environment
- Adapt easily to work assignments, additional priorities and new procedures
- Receive constructive criticism and modify work appropriately
- Prioritize and identify needs and solve problems independently as appropriate
- Suggest procedural improvements to superior as appropriate
- Skillfully handle difficult situations using good judgment
- Keep the needs of customers a top priority

PHYSICAL DEMANDS

The physical requirements indicated below are examples of the physical aspects that this position classification must perform in carrying out essential job functions.

- Persons performing service in this position classification will be expected to perform medium work, which involves lifting no more than 50 pounds at a time with frequent lifting or carrying of objects weighing up to 25 pounds. If someone can do medium work, we determine that he or she can also do sedentary and light work. (*Per the Code of Federal Regulations – Section 404.1567 “Physical Exertion Requirements”*)
- Bending at the waist, kneeling or crouching to retrieve files and materials
- Dexterity of hands and fingers to operate standard office equipment
- Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

EXPERIENCE AND EDUCATION REQUIREMENT

Experience:

Two years of experience in data processing operations, including background in data base systems, data and operational control, systems user support, network issues, a variety of program applications and general clerical experience.

Education:

Associates of Arts degree or sixty units in one of the following areas: computer systems, data control, management information, programming, network systems, storage and retrieval systems, record management, or general office practices.

LICENSE AND/OR CERTIFICATE REQUIREMENT

- Possession of a valid California Motor Vehicle Operator's License
- Insurability by the District's liability insurance carrier