HUNTINGTON BEACH CITY SCHOOL DISTRICT

Student Information Specialist

Established date: 7/1/2015
Revision date: 11/17/2015

GENERAL PURPOSE

Under general supervision, performs skilled technical support of the District's student information system; coordinates data input and ensures compliance with District and state reporting requirements; manages and optimizes database performance, reliability and security; provides user training and support of the student database and student assessment systems; assists with general information technology hardware and software support; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Student Information Systems Specialist performs paraprofessional duties in the daily operations of the District's computerized student information system and ensures the timely and accurate processing of data and reports. The incumbent serves as the Local Educational Agency (LEA) contact for the District and maintains California Longitudinal Pupil Achievement Data System (CALPADS) information. Assignments are typically received in general terms, and incumbents are expected to act independently within the framework of established policies, procedures and objectives.

This position is directly responsible to the Executive Director of Technology Services or his/her designee.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Serves as the Local Educational Agency (LEA) contact for the District; maintains CALPADS information including the assignment of Statewide Student Identification (SSID) numbers; resolves anomalies and works with staff to add/clean up student data in AERIES to correct errors in CALPADS submissions.
2. Performs regular, ongoing transfers of data between data systems, including the importing and exporting of data; reconciles data between CALPADS and the Student Information System on a regular, ongoing basis; converts data to and from different formats for the purpose of facilitating data exchange between people or systems; preparies timely and accurate CALPADS data submissions.
3. Maintains knowledge of District, state and federal reporting requirements, including data needs and reporting timelines; communicates reporting requirements to staff in a timely manner; establishes and implements District-wide uniform data collection processes based on database capabilities and current/ future reporting requirements of local, state and federal programs; creates advanced queries to print reports; provides guidance and assistance to users regarding the production, printing and distribution of regular and special reports such as schedules, attendance, grades and student demographic data.
4. Performs end-of-year rollover processes.
5. Performs system backups of the student information database and tables; monitors servers and ensures data is properly uploaded from sites; maintains database files; cleans up files and deletes temporary files; monitors file sizes and system capabilities; performs software upgrades and updates to District data systems.
6. Maintains user credential and security information, including logins and passwords for data systems.

7. Coordinates and provides technical support and training to school sites and District staff in the use of computerized student databases, data entry of various student records and report generation; answers the telephone and responds to requests for assistance with computers, software and network issues.
8. Installs, configures and tests standard enterprise administrative software in accordance with established criteria; installs and configures specialized instructional and educational software as authorized; diagnoses and resolves software and standard hardware problems.
9. May backup or assist Information Technology Technician.
10. Maintains technical system and configuration documentation and logs and maintains technical knowledge base; prepares and updates training manuals and policy guidelines for student information system use and operation; completes and submits work orders and timesheets on a timely basis; attends meetings; participates in safety training.

MINIMUM QUALIFICATIONS

Knowledge of:

1. District and state regulations, rules, policies and procedures applicable to the maintenance of student records and the reporting of student attendance and other data.
2. Functions, operations and data input/output procedures of student information systems, including methods for creating system queries for a variety of purposes.
3. Database management systems and software, including relational databases, diagnostic tools, commands and utilities.
4. Methods, principles, practices and techniques for troubleshooting and determining the causes of system, computer and PC hardware problems and device errors and failures.
5. Customer service practices.
6. Principles, practices and techniques of training and instruction, particularly as related to District employees.
7. Uses and operations of computers and standard software packages, including word processing and specialized spreadsheet, presentation, graphics and database programs.
8. Applicable health and safety regulations.
9. Correct English usage, including spelling, grammar and punctuation.
10. Recordkeeping, filing and basic purchasing procedures and expense reporting.

Ability to:

1. Analyze difficult problems, evaluate alternatives and make sound recommendations.
2. Audit, validate, correct and ensure detailed accuracy of all types of student data and generate a wide variety of required reports, documents and data imports/exports in a timely manner.
3. Provide user training related to the use of student information systems.
4. Organize, research and maintain complete and extensive student records and specialized data files.
5. Troubleshoot, diagnose and resolve complex and ambiguous database, computer hardware and software problems and failures of varying difficulty efficiently and effectively.
6. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
7. Communicate effectively, both orally and in writing.
8. Understand and follow written and oral instructions.
9. Establish and maintain effective working relationships with administrators, staff, students, parents, the public and all those encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledges, skills and abilities outlined above is:

Graduation from an accredited two-year college with an Associate of Arts degree in information technology or advanced training and certification in information technology; and three years of progressively responsible experience in computer system and database support and/or maintenance of student records utilizing a

computerized student information system; or an equivalent combination of training and experience. Experience in a school district is preferred.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license and the ability to maintain insurability under the District's vehicle insurance program.

Successful completion of a comprehensive background investigation including a review of employment history, criminal conviction record and fingerprinting is required.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to climb or balance and stoop, kneel, crouch or crawl. The employee is frequently required to lift up to 25 pounds unaided. Specific vision abilities required for this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, drawings and specifications; analyze and solve problems; use shop math and mathematical reasoning; work under deadlines with interruptions; and interact with others encountered in the course of work, including District managers, employees, contractors, vendors and dissatisfied/abusive individuals.

WORK ENVIRONMENT

The employee works in an office and field environment where the noise level is usually moderate. Some work is performed in confined spaces, and employees may be exposed to airborne dust and particles and the risk of electrical shock.

FLSA Designation:	Non-Exempt
EEO Category:	Paraprofessional
Bargaining Unit:	CSEA
Probationary Period:	9 months new, 6 months existing