

CONTRA COSTA COUNTY OFFICE OF EDUCATION

CLASS TITLE: STUDENT INFORMATION SYSTEM SPECIALIST II

RANGE: 25

BASIC FUNCTION:

Under the direction of an assigned supervisor, perform a variety of technical duties in the analysis, maintenance, modification and repair of the Student Information System (SIS) database; provide ongoing training and technical support, and troubleshoot issues on all student information systems. Support multiple schools in federal and state reporting requirements. Provide guidance to staff in the use of all student information systems, and support staff in maintaining the accuracy and reliability of the system. Assist in the creation, development, implementation and maintenance of database and system applications across multiple programs. Ensure compliance with state and federal reporting requirements.

DISTINGUISHING CHARACTERISTICS:

The Student Information System Specialist I classification is responsible for providing support to a single school. The Student Information System Specialist II classification supports multiple schools, increasing the complexity in the reporting requirements. The SIS Specialist II classification is also responsible for comprehensive state and federal reports, such as the Civil Rights Report, that require coordination with other departments within the agency and multiple schools outside the agency.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical duties in the analysis, maintenance and modification of the SIS database; schedule, initiate, monitor and assure completeness of database back-ups; make necessary alterations and assure proper functioning of assigned databases and tables. Provide technical assistance to database users; respond to inquiries and provide technical information; assure proper installation, specifications and operation of software applications; serve as liaison between sites to establish proper technical support and resolve major database issues.

Inspect, troubleshoot and diagnose database and related applications as directed; repair system malfunctions and problems as appropriate.

Assist in the development, implementation and maintenance of database and system applications; test new software for effectiveness and compatibility with existing databases; analyze user requests and specifications to determine operational and informational needs.

Maintain current knowledge of reporting systems, related databases and requirements. Keep staff informed of state or database updates and/or changes. Provide technical information and guidance regarding reporting rules and regulations. Ensure compliance with state and federal reporting regulations.

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Participate in user groups and stay abreast of all changes to the statewide system.

Perform research in the maintenance and modification of assigned databases as necessary; provide recommendations to administrators concerning new database and system hardware and software; develop program design specifications.

Work with Department personnel to assure proper implementation and maintenance of various databases and computer systems; communicate with database developers to correct problems and add features.

Provide training to personnel in the use of new and existing computer systems and databases; prepare related training materials.

Communicate with personnel and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

Prepare and maintain a variety of records and reports related to assigned activities such as database entry and report processes, SIS user guide and others; collect, analyze and report statistical student information as required by the State and school staff; assure accuracy and identify and resolve data errors as needed.

Prepare regular reports for site and district administrators on specific issues, such as chronic absences, suspensions, etc.

Prepare comprehensive state and federal reports, such as the Civil Rights Report, that require coordination with other departments within the agency and multiple schools outside the agency. Operate a computer and assigned software and other standard office equipment and related peripherals; drive a vehicle to various sites to conduct work.

Develop special reports and presentations as needed.

Attend a variety of meetings related to technology as assigned; participate on committees as assigned.

OTHER DUTIES:

Maintain current knowledge of technological advances in the field.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Management of the SIS database.

Principles, practices and techniques of data base structures and basic computer programming.

Database and application software utilized.

Processes for data entry and validation.
Technical aspects of field of specialty.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Record-keeping and report preparation techniques.

ABILITY TO:

Perform a variety of technical duties in the analysis, maintenance and modification of the SIS database.
Provide technical assistance to database users.
Assist in the development, implementation and maintenance of database and system applications.
Assure proper installation, specifications and operation of database software applications.
Troubleshoot and repair database system malfunctions and maintain system operation.
Provide technical guidance and recommendations concerning existing computer programs and systems.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Interpret, apply and explain rules, regulations, policies and procedures.
Analyze situations accurately and adopt an effective course of action.
Work independently with little direction.
Meet schedules and time lines.
Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: college level course work in computer science or related field and three year experience maintaining computer databases.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to view a computer monitor.

Hearing and speaking to exchange information and make presentations.

Sitting or standing for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy equipment.