Job Description

Job Title:	**Data and Student Information Specialist**	**Department:**	Information Technology
Schedule:	12 months per year / About 260 days per year	**Reports To:**	Director of Assessment and Technology
Classification:	Class 19	**Prepared By:**	HRA Job #125/DDSD HR
		Prepared Date:	2023
FLSA Status:	Classified - Nonexempt	**Approved By:**	HR
		Approved Date:	**12/12/2023**

SUMMARY

The Student Information System Support Specialist provides support and training for the end users of student information and demographic data; maintains, manages, and coordinates with various departments to maintain student data systems and data integrity; develops new reports, queries, and/or scripts; serves as liaison between the end user and the district office; and supports the data entry needs for multiple reports to state and federal agencies requiring student data.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This description covers the most significant essential and auxiliary duties performed by this position for illustration purposes, and does not include other work, which may be similar, related to, or a logical assignment for the position. The job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

- Identifies, diagnoses, and resolves problems for users of the David Douglas School District Student Information System, Special Education (SE) “SIS,” currently Synergy, SE is the Special Education Function).
- Participate in SE meetings with county, education service agencies, and state consortiums.
- Create and deliver professional development to frontline SE end users such as case-managers, teachers, specialists, secretaries in order to improve capacity of end-users to successfully navigate and employ the data systems with all functions related to special education and section 504.
- Offer onsite, phone, email, virtual (videoconference) support for end-users for SE functions.
- Export data from SE to generate custom reports as requested.
- Monitors, identifies, and prioritizes SE questions submitted within the IT ticketing system.
- Creates SE reference materials (e.g., “go-by’s,” quick reference guides, and protocols) for dissemination to end-users including, but not limited to, case-managers, teachers, specialists and/or secretaries.
- Assists with maintaining SE data integrity by running reports to identify potential errors.
- Assists with system maintenance by running regular system processes daily, weekly, or monthly, as needed. Maintains and adheres to the schedule for these system responsibilities.
- Provides set up assistance for new features within the system including the testing of these features prior to adoption in the live environment.
- Assists in the delivery of SE training to new employees and existing employees including, but not limited to, professional development for large groups, small groups, and drop-in settings.
- Tests newly created reports and posts to the appropriate place within the SE for end-users.
- Performs basic data queries and responds to K-12 data inquiries from staff and/or outside partner agencies.
- Stays current on state and federal student data reporting requirements for the purpose of ensuring accurate and compliant data submission.
- Adheres to information security policies and regulations (FERPA, COTA, HIPAA, etc.).
- Maintains integrity of confidential information relating to students, staff, or district patrons.

- Assists in management of SE data from multiple sources including internal, external, and third-party data, when necessary.
- Assist management of user accounts and access privileges for the SIS and Data Warehouse for the purpose of providing data security.
- Supports the development of queries and scripts for the purpose of providing specific student data.
- Supports the development of mail merge documentation in SIS systems.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES
This position does not have supervisory responsibilities, may train and support staff.

QUALIFICATIONS
Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to the safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Identifies, diagnoses, and resolves problems for users of the David Douglas School District Student Information System ("SIS," currently Synergy).
- Monitors, identifies, and prioritizes SIS questions submitted within the IT ticketing system.
- Provides one-on-one end-user SIS problem resolution over the phone, e-mail, or remotely as needed.
- Responds to basic, non-complex problems, referring more complex problems to appropriate higher level internal personnel and/or to the Cascade Technology Alliance (CTA) helpdesk.
- Attends data system meetings when required at local Educational Service Districts.
- Creates SIS reference materials (e.g., "go-by's," quick reference guides, and protocols) for dissemination to end-users including, but not limited to, Registrars, Secretaries and Teachers.
- Assists with maintaining SIS data integrity by running reports to identify potential errors.
- Assists with system maintenance by running regular system processes daily, weekly, or monthly, as needed. Maintains and adheres to the schedule for these system responsibilities.
- Performs basic SIS setup for schools before the start of the new school year. Assists district staff to facilitate the New Year Rollover and Year End Transition.
- Provides set up assistance for new features within the system including the testing of these features prior to adoption in the live environment.
- Assists in the delivery of SIS training to new employees and existing employees including, but not limited to, professional development for large groups, small groups, and drop-in settings.
- Assists district staff on-site with detailed problems as needed.
- Tests newly created reports and posts to the appropriate place within the SIS for end-users.
- Performs basic data queries and responds to K-12 data inquiries from staff and/or outside partner agencies.
- Grants SIS access to end-users with the appropriate level of system security. Resets passwords as needed.
- Stays current on state and federal student data reporting requirements for the purpose of ensuring accurate and compliant data submission.
- Adheres to information security policies and regulations (FERPA, COTA, HIPAA, etc.).
- Maintains integrity of confidential information relating to students, staff, or district patrons
- Assists in management of SIS data from multiple sources including internal, external, and third party data, when necessary.
- Assist management of user accounts and access privileges for the SIS and Data Warehouse for the purpose of providing data security.

- Supports the development of queries and scripts for the purpose of providing specific student data.
- Supports the development of mail merge documentation in SIS systems.
- Performs other related duties as assigned.
- Demonstrates professionalism and appropriate judgment in behavior, speech, and dress in a neat, clean, and appropriate professional manner for the assignment and work setting.
- Maintains regular and consistent attendance and punctuality.
- Confers regularly with immediate supervisor, or designee, and works under the direction of licensed staff.
- Follows all district policies, work procedures, and reasonable requests by proper authority.
- Must be able to travel to schools within district.

EDUCATION and/or EXPERIENCE

Any combination of experience and training that would provide the required knowledge and abilities is appropriate. A representative way to obtain the required knowledge and abilities would be:

- High School diploma/GED/equivalent supplemented by two years of experience working with student management systems, database management, and/or state agencies.
- Three years' experience working with users in a support and/or training environment and managing student data.
- Desired: Experience using MS Word, MS Excel, MS Power Point, Filmmaker or MS Access, Synergy student information system and Data Warehouse databases in a public school system.
- A valid Oregon driver's license and meet insurance requirements to drive district vehicles- must be able to drive to various locations.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, and percentages. Ability to apply concepts of basic algebra.

COMPUTER SKILLS

The job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Oregon Driver's License; Reliable transportation and evidence of insurability; Criminal Justice Fingerprint Clearance and other district certifications as may be deemed necessary by the Technology Department.

WORK ENVIRONMENT

This level has a work environment that is well protected, with virtually no hazards or obstacles. There is very little element of personal risk or hazard. Job conditions are stable, usually well managed, and comfortable.

PHYSICAL DEMANDS
Significant physical abilities include, sitting for prolonged periods in a confined area, reaching/handling/manual dexterity to operate a computer keyboard, mouse, and other computer components; mobility to work in typical office setting and use standard office equipment; frequent near and far visual acuity with or without visual accommodation to read printed materials and computer screen or other monitoring devices; hearing/speech to communicate in person or over the telephone.
Strength: Generally sedentary/light. Exerting up to 15 pounds of force occasionally and/or up to 10 pounds of force constantly to move objects.

MENTAL DEMANDS
Positions at this level encounter new or unusual (20-40%) situations but have resources available to assist with identifying solutions or actions. Some pressure from deadlines or changing priorities exists, and interruptions to workflow or concentration can occur. Interactions with others can include demanding or difficult people.

PAY EQUITY SCOPE
Positions at this level are expected to perform with a degree of independence for both regular work and special project work. Work is only reviewed on as needed basis. Work done which contains errors or omissions may not be identified internally. Guidance and direction are available upon request. Work requires decision-making.

ADDITIONAL REQUIREMENTS
Post-job offer criminal background check will be required.

The David Douglas School District is a diverse community that provides equal opportunity in employment, activities, and its programs. It is the policy of the David Douglas School District to not discriminate on the grounds of race, color, religion, ethnicity, and use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, genetic information, or any other status protected under applicable federal, state, or local laws.

The school district also prohibits retaliation against an individual for engaging in activity protected under this policy and interfering with rights or privileges granted under anti-discrimination laws.

Persons having questions about equal opportunity and nondiscrimination should contact the Director of Human Resources for David Douglas School District.