

Sonoma County Office of Education – Job Description

Classified Management

INFORMATION SYSTEMS SUPPORT COORDINATOR

Definition:

Under the direction of the Director of Information Technology, the job of the Information Systems Support Analyst includes coordinating, training and supporting ongoing activities related to school information systems such as student information systems (SIS), California Longitudinal Pupil Achievement Data System (CALPADS), E-Rate, and other resource application systems as assigned; troubleshooting problems with the above systems; resolving reports and data issues; provides software quality assurance by testing new or modified systems and to perform related duties as assigned.

Distinguishing Characteristics:

This is a management classification that requires a thorough understanding of the internal operations of school information systems from the user's perspective related to attendance, registration, grades, test results, parent portals, learning management systems and other application systems as assigned. This class provides expert and advisory guidance to county and district staff in the use of integrated school systems and supports staff in maintaining the accuracy and reliability of the systems. In contrast, the Information Systems Support Coordinator is responsible to support procedures and activities established to maintain the reliability and integrity of the financial system.

Supervision Exercised and Received:

Employees in this class receive limited supervision within a broad framework of policies and procedures. The incumbent receives direction and training and supervision from the Director, Information Technology.

Example of Duties and Responsibilities:

Duties and Responsibilities may include, but are not limited to, the following:

- Advises county and district users of student information systems (SIS) for the purpose of collecting, organizing, analyzing and reporting all student information (e.g., attendance, grading, academic progress, test results, enrollment, transfer, etc.) required by districts and by county, state and federal agencies.
- Assists with day to day technical support for financial and administrative applications; ensures proper linkage among related software systems (e.g. grading, attendance, transfers, parent portal) for the purpose of maintaining system integrity and accuracy.
- Assists with the creation of custom reports using a variety of software and database tools.
- Researches and investigates CALPADS requirements including attending trainings, consulting with other districts and researching California Department of Education (CDE) websites.
- Conducts workshops/seminars and trainings for district and County Office personnel in utilization of management systems, i.e., CALPADS; assesses training needs of users; develops workshop curriculum; creates written documentation and workshop materials; schedules and executes training sessions and reviews evaluation forms of participants; and trains on-to-one as needed.

- Performs acceptance testing of new and/or modified software applications by developing test data and calculating expected results; executes programs and procedures. reviews output and evaluates systems;
- Acts as an information resource to employees concerning computer and software applications; researches and resolves problems; incorporates repeated questions into training program.
- Plan, implement and supervise projects; work with others on a special project basis to design and format software programs to achieve desired results. Performs other special projects as assigned.
- Troubleshoots computer hardware and software problems and takes corrective action.
- Acts as liaison between software vendors and County Office; coordinates installation of updates to applications.
- Attends workshops and seminars to remain current on computer applications; disseminates information to other employees and districts.
- Assists in preparing periodic CALPADS and E-Rate filings.
- Maintains and monitors special project development and implementation.
- Composes own correspondence; maintains records related to area.
- Performs related duties as assigned.

Employment Standards:

Knowledge of:

- Policies, procedures, functions and principles to maintain complex database and reporting systems.
- Industry standards and procedures of SIS database application and maintenance, student attendance, grading, registration, and class scheduling standards, practices, and procedures.
- Policies, procedures, functions and principles of data processing; accounting and record-keeping principles, methods and practices. including data processing terms and functions, and accounting, human resource and payroll terms and functions.
- Modern office practices, procedures and equipment.
- Mathematics to perform calculations and statistical computations.
- Design and format of reports extracted from database systems;
- Troubleshooting and diagnostic techniques for identifying and resolving database and reporting errors.
- Structured Query Language (SQL);
- Standard English usage, spelling, grammar and punctuation.
- Interpersonal skills using tact, patience and courtesy.
- Safe work practices.
- Effective training techniques.

Ability to:

- Respond promptly to requests of internal and external clients; provide needed information, assistance, training, materials and resources.
- Plan, organize and prioritize own work to meet deadlines and accomplish assigned tasks within established timelines including maintaining accurate records and files.
- Maintain an orderly work environment and perform tasks in prescribed and safe manner.
- Establish and maintain cooperative working relationships with those contacted during performance of job duties;

- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to change;
- Understand and apply principles, techniques and procedures required for effective job performance.
- Install and maintain complex database systems.
- Troubleshoot and debug database applications and software problems.
- Train and assist others in the use and functions of assigned software;
- Write effective database queries using SQL and other software tools.
- Test and evaluate software applications.
- Effectively implement problem-solving techniques.
- Prepare and deliver clear and concise oral and written instructions;
- Prepare complex technical written material in an effective and comprehensive manner.
- Communicate effectively both orally and in writing, including developing and executing oral presentations for small and large groups.
- Work in an independent manner with little direct supervision.

Education and Experience:

Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- High School diploma or equivalent.
- Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.
- Equivalent to completion of the requirements for an Associates Degree with a major emphasis in information technology, business administration or accounting.
- Additional relevant education may be substituted for experience.

Experience:

- Two (2) years experience with software installation, training and/or customer support programs.
- Three (3) years experience working with student and employee information systems, CALPADS and E-Rate, preferably in a California public school or community college setting.
- Project management experience is highly desirable.

Physical Abilities:

The physical abilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Visual acuity sufficient to read manuals, video display screens, and other related material and work at a computer screen frequently and throughout the day.
- Occasionally standing, bending, stooping, kneeling.
- Occasionally crawling in confined spaces in buildings.
- May lift up to twenty-five pounds occasionally. The heavy objects to be lifted included personal computers, printers, and related equipment.
- Hear normal conversation.
- Speak clearly.
- Drive an automobile and transport equipment and documents.
- Sit for long periods in a typing position.

Work environment:

- Work is performed in an office environment with minimal exposure to health and safety considerations.

Other Requirements:

- Must be fingerprinted and satisfactory Department of Justice and Federal Bureau of Investigation records checks must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.

Other:

- Revised: January 27, 2020
- FLSA Status: Exempt
- Bargaining Unit: Unrepresented
- Approved by: Personnel Commission