

Information Center Specialist

Purpose Statement

The job of Information Center Specialist is done for the purpose/s of providing end-user support for the district student information system; providing instruction and advice to system users; performing data imports, exports, and year-end processes; managing technology and warehouse orders including order requests and communication, as well as receiving and scheduling deployments; and supporting technology applications by assisting users and managing student accounts and permissions.

This job reports to Director, Technology

Essential Functions

- Administers systems and servers related to district technology (e.g. Student Information Systems, time clock, Financial/payroll system, other systems required, etc.) for the purpose of ensuring availability of services to authorized users.
- Assists in operating and monitoring a variety of systems (e.g. financial/payroll system, Student Information System, other systems, etc.) for the purpose of supporting efficient daily technology operations of the district and assisting with recovery in the event of a system failure or emergency.
- Collaborates with internal and external personnel (e.g. users, other technology information professionals, internal and external customers, Technology Department Team, etc.) for the purpose of training staff, solving current and recurring issues, testing solutions, consulting on new initiatives and/or maintaining services and programs in an efficient and timely manner.
- Designs reports options and/or database applications (e.g. data imports, exports, data archives, year-end processes, creating user accounts, etc.) for the purpose of providing personnel with information customized to their specific needs.
- Develops and prepares user materials for the purpose of synthesizing information on common questions or problems, sharing best practices, providing instruction and advice to system users.
- Identifies issues related to the student information systems and software applications for the purpose of resolving user problems.
- Inputs data into student information system (e.g. student record updates, assessment records, attendance, scheduling, grading, transcripts, etc.) for the purpose of setting up database programs for data manipulation while ensuring its accuracy.
- Instructs district and site staff on the use of student information systems (e.g. new applications, upgrades, updates, etc.) for the purpose of ensuring proper and efficient use of system.
- Manages technology ordering system (e.g. reviewing requests for supplies, warehouses inventory, invoicing and financial records for orders, receiving orders, preparing orders for deployment, etc.) for the purpose of maintaining warehouse inventory and providing materials and supplies as needed by users with accuracy and efficiency.
- Monitors workflow from order placement to delivery for the purpose of prioritizing and escalating tickets and job queues for ensuring the system operation runs at the maximum efficiency.
- Responds to inquiries relating to computer hardware and/or software applications (e.g. daily phone or in person contacts, work management requests, equipment check out systems, Help desk tickets, etc.) for the purpose of providing courteous, timely and effective resolutions for both internal and external customers.

- Responds to users' program errors that may result in loss of student data (e.g. isolates problems, interprets operating problems, troubleshoots and modifies commands, tests solutions, etc.) for the purpose of supporting end-users in the use of the student information system and enforcing established security protocols to protect the district's information systems and privileged data.
- Responds to user requests for a variety of report options (e.g. assessment information, attendance, enrollment, training summaries, budgets, timelines, etc.) for the purpose of disseminating information to appropriate parties.

Other Functions

- Participates/facilitates in meetings and workshops for the purpose of communicating student information system capabilities and/or accommodating district goals.
- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: preparing and maintaining accurate records; transporting technology equipment from location to locations; setting up database programs; creating queries for manipulation of data output; and converting data from native format to appropriate format.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation office software; security protocols; and troubleshooting issues effectively and with accuracy.

ABILITY is required to schedule activities, meetings, and/or events; routinely gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; working independently or without strong managerial direction; maintaining confidentiality; and working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; tracking budget expenditures. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Experience: Job related experience with increasing levels of responsibility is required.

Education: Community college and/or vocational school degree with study in job-related area.

Equivalency: Associate Degree in information technology or four years of experience that demonstrates a working knowledge of the specific information processing systems, including both hardware and software, specifically pertaining to the position.

Required Testing:

Certificates and Licenses

Valid Driver's License & Evidence of Insurability

Continuing Educ. / Training:

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status
Non Exempt

Approval Date

Salary Grade
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