

This position is a member of the primary Data Management Team within the Information Technology Department. The Information Technology Specialist assigned to Data Management will support end users of the District's student information system, database applications and assist in daily operations of the data management department. This position will take front line support desk calls from schools and staff; assisting in troubleshooting, repair, training, system guidance, and provide specialized customer service and support.

Chain of Command

The Information Technology Specialist assigned to Data Management reports to the Director of Information Technology.

Competencies of the Information Technology Specialist assigned to Data Management

- Strong written and verbal communications skills.
- Strong organizational and time management skills.
- Computer skills including SIS, Outlook and Microsoft Office.
- Flexible team player who is time and task oriented.
- Ability to work under pressure to meet timeline and handling multiple and changing priorities.

Essential Duties of the Information Technology Specialist assigned to Data Management

- Diagnosis, installs, configures, and troubleshoots technical problems to maintain and effect repairs of software and hardware at user sites including user instruction on equipment and software operation.
- Troubleshoots problems with vendor technicians including obtaining product information and placing orders; and researches solutions to hardware and software problems using manuals, and other media sources of technical information.
- Provides leadership for previewing and evaluating new software and technology programs.
- Provide support, training and oversight the Synergy SIS to all schools under the direction of IT Coordinators.
- Primary contact for records requests data pertaining to SIS and other protected information housed in the Data Management department; (ensuring state and federal compliance).
- Provide support in State Reporting and daily operations of SIS.
- Provide training/coaching as needed to front office staff and school administration relating to SIS and other Data Management systems.
- Provide support in managing secure user access for staff, student and parent SIS accounts.
- Communicating with District personnel, and creating data extractions for external analysis;
- Troubleshoot jobs and/or erroneous data determining causes of errors;
- Maintain, and enforce system security;
- Ensure confidentiality of system information;
- Maintain and provide documentation for systems and related processes including production of reports;
- Talking staff/clients through a series of actions either face to face or over the telephone and via email to troubleshoot issues.
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- Providing support, including procedural documentation.
- Following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new applications and hardware.
- Setting up new users' accounts and profiles and dealing with password issues.
- Responding within agreed time limits to call-outs.
- Working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time.
- Rapidly establishing a good working relationship with customers and other professionals.
- Member of data management team;
- Attend other sub department meetings to gain insight and knowledge of IT specialties;

- Attend professional development trainings as directed by administration;
- Provide excellent customer to service;
- Ability to work independently, comfortable working in a fast-paced and demanding environment while also functioning as a member of an IT support team;
- Ability to work under pressure to meet timelines and handling multiple and changing priorities;
- Ability to communicate effectively, both orally and in writing;
- Ability to provide the highest level of customer service and public relations;
- Experience interpreting and applying laws, regulations, codes, and policies;
- Ability to establish and maintain harmonious working relationships with those contacted in the course of work; demonstrating tact, diplomacy and patience.
- Other duties as assigned.

Minimum Qualifications

High School Diploma or GED and three years related experience is required; based upon assignment, Associate's Degree or two year certificated technical training and/or one year of additional specialized training may be required; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Must possess a valid Arizona Driver's License.

Preferred Qualifications

- Extensive knowledge in Edupoint Synergy SIS.
- Demonstrated knowledge of data processing methods.
- Extensive knowledge in MS Office productivity tools.
- Knowledge of pertinent federal, state, and local laws, codes, rules, regulations, recommendations, codes, and statutes.
- Knowledge of school district policies, procedures, organization structure and school requirements.
- Three(3) years experience with SIS systems including attendance, registration, and withdrawal experience.
- Two (2) years experience working in elementary or middle school offices and/or K12 data management experience.

Date Revised

11-27-18