Student Information Systems Specialist and Trainer

Position Details

Class Code: 1437
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 58 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, troubleshoots, analyzes, and assists in maintaining enrollment, attendance, and household/census data; corrects student records and history files through a statewide reporting system. Trains Clark County School District employees in enrollment, attendance, and household/census data accounting procedures.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Assists in coordinating/cooperating with the Student Information System (SIS) team, Help Desk, Central Information Systems (CIS), Employee Business Training department, User Support Services (USS), System of Accountability Information in Nevada (SAIN), and related staff, administrators, consultants, and vendors to identify/resolve data integrity and user support issues in the District's SIS.
2. Analyzes and validates existing SIS data.
3. Documents business rules of SIS data elements for data governance and error checking query purposes.

4. Develops/provides training materials and other documentation for program users regarding SIS data validation, including data elements required for submission to Nevada Department of Education (NDE).
5. Assists in developing and delivering trainings on department responsibilities to school staff.
6. Generates specialized and enterprise-wide reports using SIS and structured query language (SQL).
7. Analyzes/assists in diagnosing users' desktop problems concerning transcript, enrollment, census/household, and attendance issues/discrepancies.
8. Assists in conducting program/system testing; evaluates test results and assists in debugging systems/programs; executes plans encompassing isolated or system-wide requirements for continual version upgrades/revisions required by the SIS vendor.
9. Assists other departments (USS Help Desk, CIS, SAIN Office), consultants, and vendors in testing/evaluating vendor-supplied software to determine compatibility with existing systems; provides technical support and troubleshooting.
10. Analyzes, reviews, and assists programmers in rewriting programs to increase operating efficiency or adapt to new requirements.
11. Proactively analyzes, evaluates, and addresses recurring data integrity issues; makes recommendations, takes corrective action(s), or seeks assistance from systems programmers.
12. Assists school staff in preparing reports, data, and materials required for NDE Pupil Enrollment and Attendance Audits (PEAA).
13. Supervises, trains, and schedules assignments for staff, as appropriate.
14. Provides input for evaluation of assigned staff, as appropriate.
15. Participates in team projects to enhance support quality and efficiency.
16. Conforms to safety standards, as prescribed.
17. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Researches, analyzes, resolves problems, trains, and provides technical support for District SIS users at the school, department, regional, District, and state levels.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of computer/networking systems and software applications, including commercial information/data processing software and programming languages.
2. Knowledge of database structure, design, and the relation of files.
3. Knowledge of online computer systems.
4. Ability to research, analyze, and track problems to final solution.
5. Ability to troubleshoot computer and network hardware/software malfunctions.
6. Ability to apply technical knowledge in problem-solving.
7. Ability to translate caller comments into technical computer terms.
8. Ability to communicate clearly, verbally and in writing.
9. Ability to prepare clear, concise reports, documentation, etc.; maintains organized, accurate records; assists in developing training materials/programs.
10. Ability to plan, prioritize, coordinate, and organize work.
11. Ability to maintain and ensure integrity/confidentiality of information.
12. Ability to meet predetermined deadlines and shift to new tasks as priorities change.
13. Ability to work flexible hours/shifts.
14. Ability to judge when to act independently and when to refer situations to a supervisor.
15. Ability to work cooperatively with employees, consultants, and vendors.
16. Ability to recognize/report hazards and apply safe work methods.
17. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.)
2. Two (2) years of college including computer science courses, and two (2) years' experience in computer systems support, programming (involving writing queries that correct/change data, programming concepts, or creating reports in other database languages), end-user training/support, and database systems experience; or,
   Four (4) years' experience as described above.

Licenses and Certifications

A valid driver's license or state-issued identification card.

Preferred Qualifications

None specified.

Document(s) Required at Time of Application

1. High school transcripts or other equivalent (i.e., GED, foreign equivalency, etc.)
2. Copy of a valid driver's license or state-issued identification card.
3. Transcript(s) from an accredited college/university, if applicable.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

CCSD Student Record Services.

Work Environment

Strength

Sedentary/medium – exert force of 25-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, scanners, copiers, telephones, fax machines, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 08/17/23
- Created: 05/15/19