SIS Systems Application Specialist I

Definition
Under general supervision of the Chief Technology Officer and the direct supervision of Systems Operations Supervisor, plans, coordinates and performs activities related to the support and operation of the District’s Student Information Service (SIS) system; the California Longitudinal Pupil Achievement Data System (CALPADS); and Online Public Update for Schools (OPUS). Confers with administrators and staff to provide support, documentation, training, data extraction/reporting to district staff and governmental agencies, and performs related work as assigned. The position requires technical skill in addition to the ability to interpret and explain technical concepts to non-technical users. The Specialist is responsible for the maintenance and security of the software applications and the data throughout the district.

Duties and Responsibilities

- Provides in depth knowledge and expertise in all aspects of the District’s Student Information Services (SIS) application and database.
- Manages and supports the day-to-day operation of the District Student Information Services (SIS) application and database.
- Identifies, analyzes and resolves problems with administrative software, interacts effectively with users to solve problems and advises on best practices for using the software system.
- Provides required information extracts to governmental and other outside agencies, coordinates and interfaces with the Alameda County Office of Education.
- Relational Database administration, maintenance and support.
- Establishment, enforcement and maintenance of data entry standards.
- Establishment, enforcement and maintenance of security standards.
- Interprets state and federal mandates regarding data.
- Manages the student data collection specifically required for CALPADS and OPUS.
- Communicates mandates to appropriate department personnel.
- Data transformation and import/export between SIS and secondary data systems.
- Participates in district mandated training and retraining programs.
- Designs and lay out reports to meet the needs of users and governmental agencies.
- Monitors data base for accuracy and data integrity.
- Provides advice and guidance to other District technology support personnel and users.
- Assists with the planning, design, research and acquisition of new or upgraded software systems.
- Researches and prepares oral and written reports.
- Maintains knowledge of current state and governmental agencies reporting requirements.
- Alignment of all student data.
- Maintains confidentiality of sensitive employee and student information.
- Provides user training and may travel to school sites in support of related duties.
- Provides training and information to office staff on the new policies related to state reporting.
• Responsible for finding and correcting data anomalies within the SIS data gate and certifying California Basic Educational Data System (CBEDS), or the successor system to it, enrollment totals to be reported to the CDE.

• Manages the California Longitudinal Pupil Achievement Data System (CALPADS) and California Longitudinal Teacher Education Data System (CALTIDES) including interface of Human Resources and Student Test Score data with existing SIS.

• May act as liaison between vendors and district with regard to system needs.

• May represent the District to state and local governmental agencies relative to CALPADS and best practices.

• Performs other duties as assigned.

Qualifications
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.

Ability To:

• Work independently with little direction.

• Organize, prioritize and schedule work.

• Install, configure, maintain and upgrade complex administrative computer software.

• Develop data management processes and procedures.

• Define and communicate the project requirements.

• Convey information in non-technical terms.

• Document and archive data.

• Implement change management procedures.

• Map requirements to local automated student information/human resources systems.

• Read and utilize technical information in print or electronic form.

• Create scripts and/or queries, and batch files to automate data management processes.

• Transform data using scripts and advanced query processes to convert and merge data from one data system to another.

• Interpret and utilize technical materials.

• Perform data base extracts using ODBC drivers, understand data structures and data base management systems.

• Communicate and interact effectively to provide user support to all levels of end users and administrative staff.

• Design and layout effective and efficient computer reports that meet user needs.

• Analyze data structures and flow, prepare complex flowcharts, block diagrams and program documentation.

• Plan and administer user training sessions.

• Multi-task.

• Organize own work, set priorities and meet critical time deadlines.

• Troubleshoot and analyze situations accurately and adopt an effective course of action.

• Analyze, evaluate and make recommendations regarding the performance of the systems application software.

• Explain and enforce policies and regulations.

• Prepare and deliver oral presentations.

• Prepare and deliver written reports and procedures.

• Compile and analyze empirical data and provide suggestions for improvement.

• Communicate with users to effectively resolve problems with applications.
• Operate a computer and related software.
• Use initiative and independent judgment within established guidelines and procedures.
• Establish and maintain cooperative working relationships with those contacted in the course of work.

**Systems and Application Experience:**

• Windows Operating Systems including Windows Server software and Internet Information Services.
• The student information system currently deployed and used at FUSD, or similar.
• ODBC drivers and methods of data extraction.
• Data structures and database management systems.
• Complex computer administrative software systems.
• Progressively responsible experience in the design and layout of end user computer application reports.
• Documentation and training of administrative software systems.
• End user support of administrative software systems.
• Email systems such as Microsoft Outlook.
• Computer operating systems currently deployed and used at FUSD, or similar.
• Computer desktop applications to include, but not limited to, word processing spreadsheet, presentation, drawing and publishing applications currently deployed and used at FUSD, or similar.
• Educational software applications currently deployed and used at FUSD, or similar.

**Knowledge of:**

Principles, practices, practical applications and performance characteristics of:

• Relational database management.
• Client-server applications (SQL Server).
• Database/Spreadsheet productivity software such as Microsoft Excel, Microsoft Access.
• State reporting mandates and timelines.
• Complex administrative software systems.
• Demographic software systems including census information, demographic and statistical reporting, student scheduling and grade reporting.
• User training and support techniques.
• Administrative systems processes.
• Software packages commonly used on personal computers for maintenance, network, email and Internet access.
• Goals, policies, and objectives of the department and division.
• Outstanding interpersonal skills.
• Superior oral and written communication in English.
• Modern office practices and procedures.
• Proper network record keeping and documentation.
• Public contact techniques and telephone etiquette.
• Proper email etiquette.
• Department operations and policies.
• Advanced technical aspects of the functional operations of the division.
• Techniques for explaining technical concepts to non-technical users.

**Education and/or Experience:**

**Required:** Bachelor’s degree or equivalent in Computer Information Systems or a related field; 5 years of progressively responsible related experience in relational database systems utilizing a variety of productivity software to gather, transform and transfer data; 3 years related experience and training in
systems application support; or equivalent combination of education and experience.

**Desirable:** Previous work experiences in a school district or county office of education.

**Language Skills:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical manuals and procedures, and governmental regulations. Ability to write reports, correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of users.

**Mathematical Skills:** Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to interpret and understand financial mathematics related to assigned unit. Ability to determine throughput and load factors of networks and systems.

**Reasoning Ability:** Ability to put issues in context of the big picture for the overall departmental vision; and how said vision fits into the overall vision of the District. Ability to clearly and accurately define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in written or diagram form and deal with several abstract and concrete variables.

**Certificates, Licenses, Registrations:**
**Required:** Must possess a valid California Class C driver’s license and have a satisfactory driving record.
**Desirable:** Microsoft certification in Access and Excel.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in inside environmental conditions. The employee frequently works with a video display terminal for prolonged periods. Employee may be required to attend evening meetings, travel, and work evenings or weekends. The noise level in the work environment is usually quit. Individual is subject to frequent interruptions.

**Other Conditions of Employment:** In accordance with California law and the Education Code, position incumbents must maintain a conviction free Dept. of Justice background record, which is relevant to the position.

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