

# STUDENT INFORMATION SYSTEMS SPECIALIST

## Tompkins County

**Classification:** Competitive

**Labor Grade:** 0

**Approved:** 0

### **MINIMUM QUALIFICATIONS:**

(a) Graduation from a regionally accredited or New York State registered four year college or university with a Bachelors Degree **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience in two areas; maintaining a wide variety of software and hardware in a networked environment and performing database design, implementation and the corresponding user training and help-desk support; **OR**

(b) Graduation from a regionally accredited or New York State registered four year college with an Associates degree computer science, information technology, electrical engineering, data processing or any similar program **AND** four years of full-time paid (or the equivalent part-time and/or volunteer) experience in two areas; maintaining a wide variety of software and hardware in a networked environment and performing database design, implementation and the corresponding user training and help-desk support; **OR**

(c) Graduation from high school **AND** six years of full-time paid (or the equivalent part-time and/or volunteer) experience in two areas; maintaining a wide variety of software and hardware in a networked environment and performing database design, implementation and the corresponding user training and help-desk support; **OR**

(d) Any equivalent combination of training and experience as described in (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

### **DISTINGUISHING FEATURES OF THE CLASS:**

A Student Information Systems Specialist is responsible for assessing end-user student information needs and providing appropriate documentation and training to teachers, administrators and support staff in the use of a variety of commercial and proprietary software applications. Such applications include, but are not limited to; word processing, spreadsheet, database, data analysis, visual presentation software, and custom programs such as the SASIxp software currently in use. The Student Information Systems Specialist will develop district implementation timelines, appropriate documentation, and training materials. He or she will perform routine periodic user training on the use of software and on data analysis. A Student Information Systems Specialist also has the technical responsibility for implementing, configuring and the general administration of the student information-management system program. He or she will provide district-level, and site specific, system set-up, troubleshooting, on-call end-user support and custom reports and analysis as needed. The incumbent must possess the ability to interact with software system consultants, vendors and end users, to identify, resolve and appropriately document simple and complex software and procedural problems. The design, development, and maintenance of the information system will include on-going systems analysis, microcomputer network administration, and archival policies for the district's records and analytical products. The work is performed under the broad and general direction of the Director of School Improvement Services with wide leeway allowed for the exercise of independent judgment. Supervision of others is not a function of an employee in this class. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

- Train teachers, administrators and support staff in the use of word processing, spreadsheet, graphic, database, data analysis, statistical, and visual presentation software, providing individualized instruction and assistance if necessary;
- Train teachers, administrators and support staff in the use of custom programs, such as the SASIxp Student Management System software currently in use, providing individualized instruction and assistance if necessary;
- Support includes staff training with lectures and handouts, providing supplemental program documentation for commercial and custom applications, and emergency troubleshooting.
- Provide training that will enable end-users to perform an analysis of the data recorded, providing individualized instruction and assistance if necessary;
- Provide data analysis services, or assisting end-users performing their own analysis of the data recorded;

- Perform district-level and site-specific hardware installation, networking, troubleshooting and on-call end-user support;
- Perform district-level and site-specific software system set-up, troubleshooting and on-call end user support of the Student Management System and various other software packages;
- Implement, configure, administer and fully support the Student Management System;
- Develop and maintain appropriate Student Management System documentation, training and operational materials for internal and external users;
- Work with programmers to develop a menu-driven interface simple enough to be used by untrained personnel,
- Provide written manuals and assistance to staff responsible for entering data into the system;
- Effect the transfer of information from other operating systems and formats into the Student Management System;
- Work with school district officials to provide service and reports that will assist in their policy making decisions;
- Design and maintain a departmental information system, including: network administration; moving and setup of computers and printers; performance of minor hardware repairs; and archival of all digital information;
- Supports the department's activities through the design and implementation of custom computer applications;
- Responsible for computer related budget items, including specifying computer maintenance contracts, approving departmental computer related budget items, and proposing annual budgets;

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Thorough knowledge of the principles and practices employed in training adults in the use of computer hardware and software;
- Thorough knowledge of a variety of software packages including; word processing, spreadsheet, graphic, database, data analysis, statistical, and visual presentation software
- Thorough knowledge of relational database design, development, documentation and implementation;
- Good knowledge of statistics;
- Good general knowledge, familiarity and experience with Mac and PC hardware, a variety of software, of how computers are interconnected to form a network;
- Good knowledge of all levels of public school administration;
- Familiarity with microcomputer and mainframe operating systems (IBM mainframe, Unix, Apple, MS-DOS) and electronic media necessary to transfer information between different systems and applications;
- Ability to function independently as well as in a team environment;
- Ability to work under pressure, manage and deal with multiple tight deadlines and competing requests;
- Ability to develop implementation plans that are suitable for an educational setting;
- Good ability to communicate orally and through written documents;
- Ability to present training workshops;
- Ability to comprehend how databases are designed and translate into oral or written operator's instructions;
- Ability to comprehend analytical procedures and translate those procedures into fairly straightforward oral or written directions;
- Excellent ability to respond to complex requests with appropriate analytical products;
- Excellent ability to develop a rapport with professionals and staff while providing training and computer assistance;
- Ability to translate complex computer instructions and procedures into clearly written documents
- The employees physical condition shall be commensurate with the demands of the position.