



Job Description

POSITION TITLE: Data Support Specialist #2441

SALARY PLACEMENT: Classified Salary Schedule
Range 38

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Possess an Associate of Arts Degree with a concentration in computer-related technology and/or Business Administration, or an equivalent experience as a student information system power user/administrator in an educational setting.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Experience working in a school district or county office of education. Four years of experience in providing customer support for web application systems and/or utilization of web application systems in an educational environment.

CREDENTIALS AND/OR SKILLS AND ABILITIES:

Advanced computer skills (including spreadsheets, word processing, and databases). Experience in business procedures and applications. Ability to communicate data processing procedures and requirements to users; operate equipment properly and efficiently; diagnose and understand reasons for system errors; respond to user requests for assistance and malfunction correction and provide technical support. Ability to carry out oral and written directions, make decisions independently, communicate effectively, establish and maintain working relationships, and prepare correspondence independently. Knowledge of the State and Federal educational accountability systems and current California student assessment programs. Ability to be flexible and receptive to change. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy, insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

SUMMARY OF POSITION:

Under the direction of management personnel, performs a wide variety of complex and responsible, technical and user support of software, has extensive dealings with teachers and school administrators. Performs related work as required.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Maintain confidentiality on all job-related matters.
2. Monitor, identify, plan and organize student information system needs.
3. Establish and maintain a variety of recordkeeping/tracking systems and prepare related reports and presentations.
4. Communicate effectively both orally and in writing.
5. Process state and federal reports for San Joaquin County Office of Education.
6. Maintain a data log and system of documentation.
7. Coordinate and facilitate user support meetings and trainings as necessary.
8. Conduct training on and off-site as necessary.
9. Assist administrators and teachers with analyzing and interpreting related data.
10. Establish and maintain documentation, records, files, and logs relating to student information.
11. Operate and monitor computer systems and related equipment.
12. Understand, interpret, and apply established rules, procedures, policies, and operations of program systems.

13. Receive, review and verify documents, records, and forms for accuracy, completeness and conformance to applicable rules, regulations, policies, and procedures. Process documents in compliance with established policies and procedures.
14. Respond to user requests for assistance in a timely manner by addressing compatibility, system errors, as well as account setup and maintenance.
15. Periodic testing of system for problems and to update new features and enhancements.
16. Oversee specific system components/modules.
17. Respond to administrative, program, state and federal, and other related inquiries on behalf of administration.
18. Knowledge of correct English usage, spelling, grammar and punctuation.
19. Performs all other duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal/typewriter, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors in a standard office environment and come in direct contact with SJCOE staff, district office staff, and the public.

9/25/2018 sc