

POSITION TITLE (LINQ title)

Student Information System Support Analyst

WORKING TITLE

Student Information System Support Analyst

SCHOOL/DEPARTMENT

Research & Accountability

LOCATION

Central Services Office - 1817 Hamlin Rd.

PAY GRADE

Based on State and Local Salary Schedules, Pay Grade NC09

FLSA STATUS

Permanent, 12 months, Classified, Nonexempt

ELIGIBILITY FOR EMPLOYMENT CONTRACT

Not Applicable

WORK WEEK SCHEDULE

Monday-Friday

POSITION PURPOSE:

This position supports the Office of Research and Accountability and reports directly to the Director of Data Integration & Accountability. The role works closely with the Student Information Management System (SIS) and provides direct assistance to system users, by developing resources, generating reports, and delivering training. This position also provides direct support, troubleshooting, and customer service to school data managers in regard to the SIS.

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

- Ability to work effectively individually or as a contributor to a team
- Ability to develop and maintain effective working relationships with data management team members, data managers, principals, assistant principals, office and other support staff, and central office personnel
- Maintains a detailed working knowledge of the SIS functions and understands at a detailed level how the data interacts throughout the system with the business processes at the schools through the use of the system functions
- Maintains a high working knowledge of computer and network systems
- Maintains knowledge of the SIS
- Ability to serve as a resource for school staff with respect to SIS processes and information
- High proficiency in the use of computers and a wide variety of software, including Microsoft Word, Excel, PowerPoint, and Sharepoint, as well as Google and various database systems
- Proficiency in use of platforms that are directly connected to the SIS, such as Parent and Student Portals, and Enrollment and Registration
- Initiative required for organizing and scheduling a variety of work activities and tasks independently
- Ability to think logically and apply a systematic approach to inputting, retrieving and compiling information from an automated system and to oversee the execution of those instructions at the data management level within the school
- Ability to handle data, records, reports, and files with confidentiality, accuracy, and timeliness
- Ability to create logical instructions (verbal, written, and video), most of which are technical in nature
- Ability to provide excellent customer service to colleagues, school-level staff, and central office staff
- Ability to develop reports that will be shared with data managers, as well as school and district administrators
- Ability to develop systems and processes for various tasks to support the district's use of the SIS
- Superior written and oral communication skills

EDUCATION, TRAINING, AND EXPERIENCE

- High school graduate; two-year college or technical school with computer operations coursework and three years of experience in a SIS

CERTIFICATION AND LICENSE REQUIREMENTS

- Must hold and maintain a valid motor vehicle operator's license according to the State of North Carolina requirements.

PREFERRED QUALIFICATIONS:

- Bachelor's degree in Information Systems, Computer Science, Data Analytics, Education, or a related discipline; or an equivalent combination of education and relevant experience.
- Working knowledge of K–12 student data reporting, data validation, and SIS workflows.
- Experience developing user guides, training modules, or documentation for system users.
- Proficiency with data analysis tools (e.g., Excel, Google Sheets, or reporting modules within a SIS).

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Creates and assists with high-level resources and training materials regarding the SIS functions and use, including videos, resource documents, toolkits, and step-by-step guides for using the SIS
- Provide support to school data managers and school and district staff
- Provide step-by-step instructions (verbal, written, and video) to data managers or school staff for executing district-wide processes at the school level with scheduling, grades, and demographic information
- Provide training both in-person, virtual, synchronous, and asynchronous for internal stakeholders regarding the use of the SIS functions and data reports.
- Provide training materials, training, and support regarding platforms within the SIS
- Provide training materials and helpful documents on district platforms for data managers, school staff, and parents
- Identify issues that need to be escalated to SIS vendor support for further resolution and provide a clear resolution back to the school-level data manager
- Manage administrative functions and activities, and retrieve, organize, and disseminate information
- Audit and report the data management activities necessary for accuracy and completeness of major components of state and local reports, as well as student data (i.e, attendance, grades, schedules, etc.)
- Ensure district-level accuracy of information required for development of federal and state reports for test scores, personnel information, Exceptional Children data, English Learner data, and others as required by the SIS
- Ensure that DPS meets deadlines required for state reporting and compliance
- Prepare publish-ready, formal data reports through the use of PowerPoint, Excel, or other applications
- Maintain confidential data reports and files received from internal and external stakeholders
- Protect the confidentiality of student data by adhering to the Family Educational Rights and Privacy Act (FERPA) by managing access to the SIS and data reports
- Protect the confidentiality of staff data by managing access to the SIS and data reports
- Develop and post records of departmental information (i.e., resource documents, training materials, toolkits, and data reports).
- Prepare, edit, and vet data reports, district documents, and department presentations related to the SIS
- Maintain organized files to support office activities.
- Maintain considerable knowledge of department areas to ensure positive rapport and demonstrate good interpersonal skills with all school-based personnel, central services personnel, and community members.
- Extract and manipulate data to generate reports
- Assist with the dissemination and communication of data reports for various audiences and stakeholders (i.e., memos, presentations, newsletter information, etc.)
- Perform other duties as assigned



POSITION DESCRIPTION

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS

This job operates in a professional office environment and has a noise level of mostly low to moderate. Work requires extensive computer use and periods of sitting. The role may require occasional lifting of up to 20 pounds, as well as travel between district schools and administrative sites for training and support. Effective communication, attention to detail, and the ability to manage multiple priorities and deadlines are essential. Occasional extended or flexible hours may be required during peak reporting periods.

EFFECTIVE DATE: 11/2025

DISCLAIMER: *The above statements are intended to describe the general purpose and responsibilities assigned to this position. They are not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and skills required by the employees assigned to this position. This description may be revised by HR and approved at any time.*