

# Job Description

Fremont County School District 21

## Information Support Technician

### **Purpose Statement**

This role is responsible for Infinite Campus management, end-user support, as well as data analysis to enhance data-driven decision-making. The Information Support Technician also identifies process improvements, provides professional development for end users, works cooperatively with the Database Systems to integrate data among disparate systems, manages user access rights, and ensures the accuracy of student information data in Fremont County School District #21.

This job reports to the Technology Director.

### **Essential Functions:**

- Pull and organize data from a variety of sources, identifying and analyzing interpreting trends and patterns in complex data sets providing ongoing reports to a variety of departments and schools. This work must be accurate and timely, while reflective of the changing needs of State Reporting, include historical data, and provide staff with ad hoc reports.
- Import, clean, validate, analyze and model current and historical data, presenting the data in charts, graphs, and tables, etc. for grants, State Reports, etc. Export data for assessment rosters, and ad-hoc reports, disaggregating data for a variety of reporting purposes. This includes anticipating staff and departmental needs for data, as well as the changing reporting needs of the State. Provide Tier ½ technical support to District employees as a primary contact for Infinite Campus, along with Master Scheduling, Gradebook, Special Education, Student Services, Academic and Career Planning, and secondary and tertiary products.
- Develop technical and end-user documentation that is clear, concise, and professionally presented.
- Evaluate requests for enhancements and modifications, explore alternatives, and make recommendations.
- Monitor processes and best practices with a commitment to quality, efficiency, and stakeholder satisfaction.
- Provide Infinite Campus professional development/training, or coordinate such professional development/training with Campus Support Center(s).
- Report directly to the Technology Director and/or Superintendent any matters involving potential breaches of data security.

### **Secondary Functions:**

- Provide Tier 2/3 technical support to other members of the I.T. staff, as well as Campus Coaches.
- Support the policies and procedures which are designed to protect databases and data files from unauthorized or accidental duplication, modification, or destruction. This includes disaster recover.
- Provide support for regular upgrades, maintenance, and monitoring of the Student database. This also includes the management of scheduled backups and verification of data integrity within the backups.
- Create and maintain staff user accounts, as well as related security/access rights within the student database, refining and implementing the current data security plan according to established protocols (Database Administrator).
- Support the development and maintenance of the District's annual beginning of the year (i.e. online registration, courses, grades, calendars, fees, picture imports, etc.); end of the year activities (i.e. student records, management of fees, food services, etc.). This also includes all activities related to Summer School.
- Support the local, state and national data collection and reporting for student information, as well as ensure data integrity and accuracy by enforcing District procedures as they relate to data collection, retention and reporting.

### **Additional Functions:**

- Partner with all employees of the District to ensure open communication and develop a sense of trust.
- Maintain personal and professional technology skills, as well as keep current with industry trends.
- Be proactive within the I.T. Department with regards to process improvement and effectiveness.
- Maintain a positive and professional image of the District at all times.

### **Job Requirements:**

- Qualified candidates will have a post-secondary degree in information or computer science or related field; equivalent years of work experience; or a combination of training, and previous work experience.
- A minimum of two years previous work experience in a similarly situated position, in a similarly sized district; or a combination of experience of experience and district size/complexity.
- Demonstrated expertise in Infinite Campus.
- Ability to think logically and systemically with a Districtwide perspective.
- Organizational and leadership skills that transcend the scope of data and data analysis.
- Technical expertise regarding data models, database design, and data mining.
- Strong analytical skills with the ability to collect, organize, and analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Knowledge of statistics and experience using statistical packages for analyzing large datasets preferred.
- Understand educational data conventions and how the elements of data connect at a district and state level.
- Knowledge of disparate and opposing data systems and how they interface with Campus. Demonstrated experience with queries, report writing and presentation of analysis.
- Demonstrated knowledge and previous field experience providing end-user support
- Demonstrated knowledge of documentation and records management.
- Strong written and verbal communication skills.
- Exceptional organizational skills, detail oriented and self-motivated.
- Demonstrated ability to work with confidential and time sensitive matters.
- Valid driver's license, along with proof of current insurance coverage.

### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, highly complex, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects and programs; overseeing program financial activities; developing effective working relationships; preparing and maintaining accurate records; and administering personnel policies and procedures.

KNOWLEDGE is required to perform advanced math; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific Knowledge based competencies required to satisfactorily perform the functions of the job include: library practices, terminology and procedures; age appropriate literature; computer and Internet operations; concepts of grammar and punctuation; current and emerging technology; an.

ABILITY is required to schedule a number of activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a variety of types of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific Ability based competencies required to satisfactorily perform the functions of the job include: establishing and maintaining effective working relationships; meeting deadlines and schedules; setting priorities; working with multiple projects, frequent interruptions, and changing work priorities; working with detailed information/data and maintaining accurate records; maintaining confidentiality; and facilitating communication between persons with frequently divergent positions.

### **Other Functions:**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Responsibility**

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives;

managing a department; Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

**Work Environment**

The usual and customary methods of performing the jobs functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 20% walking, and 10% standing. This job performed in a generally clean and healthy environment.

**Experience:** Job related experience within a specialized field is required.

**Education:** Post-secondary degree in information or computer science or related field; equivalent years of work experience; or a combination of training, and previous work experience.

**Required Testing**

None specified

**Certificates and Licenses**

None specified

**Continuing Educ. / Training**

None specified

**Clearances**

Criminal Background Clearance  
Drug Test

**FLSA Status**

Non-Exempt

**Approval Date**

**Salary Grade**

**Title IX Coordinator**

Title\*: Human Resource  
Address: 90 Ethete Rd, Fort Washakie, WY 82514  
Telephone Number: 307.332.5983  
Email:

**Section 504/ADA Coordinator**

Title\*: Principal  
Address: 90 Ethete Rd, Fort Washakie, WY 82514  
Telephone Number: 307.332.5983  
Email:

**Civil Rights Compliance Coordinator**

Title\*: Superintendent  
Address: 90 Ethete Rd, Fort Washakie, WY 82514  
Telephone Number: 307.332.5983  
Email:

\*OCR recognizes that including a person's name may result in an overly burdensome requirement to republish the notice if a person leaves the coordinator position. It is acceptable for a school district to identify its coordinator only through a position title.