



## Position Description

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<b>TITLE:</b>	Data Services and Support Specialist I	<b>REPORTS:</b>	Assistant Director of Data Services and Support
<b>WORK YEAR:</b>	12 month	<b>COMMUNITY:</b>	Strategic Initiative and Operations
<b>FLSA:</b>	Non-Exempt	<b>CLASSIFICATION:</b>	Professional-Technical
<b>SALARY:</b>	Professional-Technical Salary Schedule	<b>ISSUED:</b>	September 25, 2024

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### BASIC FUNCTION:

Under the supervision of the Assistant Director of Data Services and Support, this position is responsible for working closely with departments and schools using the Fiscal, HR and/or Student systems, providing support, advice and training. The Data Services and Support Specialist I has primary responsibility for troubleshooting and resolving Tier 1 situations. This position will assist end users in navigating, understanding and efficiently using district software systems.

The Data Services and Support Specialist I performs entry-level support training tasks and participates in learning the full range of tasks. It is distinguished from the Data Services and Support Specialist II by the performance of a more limited range of duties and by the need to develop technical knowledge and expertise that would enable the incumbent to resolve problems of a recurring nature.

### REPRESENTATIVE DUTIES:

Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the job elements.

### E = ESSENTIAL FUNCTIONS

Responds to telephone or email inquiries regarding problems associated with area of assigned responsibility. **(E)**

Responsible for troubleshooting problems and reporting hardware/software problems within the assigned area of responsibility. **(E)**

Prepares written documentation as necessary to provide end-users with instructions on how to use the data system in the assigned areas. **(E)**

Assists departments to develop applicable system-related policies and procedures. **(E)**

Monitors data/information for accuracy and validity and coordinates with end-users to resolve incorrect, incomplete or inaccurate data. **(E)**

Develops and helps design reports for monitoring data and end-user support. **(E)**

Assists school buildings and district staff in the effective use of district systems. **(E)**

Performs routine system maintenance in designated areas. **(E)**

Represents the district at state regional committee meetings and training sessions as assigned. **(E)**

For new project implementations, gather requirements and research new functionalities. Set up and test scenarios in a training environment. Outline implementation and test plan. Create training documents. Implement new functionality in production. Train end users. Refine plan based on user feedback. **(E)**

Research, clarify, and implement federal, state and district policies and procedures. **(E)**

Interpret state, federal and district reporting rules and requirements. **(E)**

Manage and guide end-user data entry, practice, awareness and compliance of the reporting rules and requirements, especially as it pertains to CEDARS state reporting. **(E)**

Performs other related duties as assigned.

## **REQUIRED QUALIFICATIONS:**

### Knowledge, Skills, and Abilities

Must demonstrate a successful level of the knowledge, skills, and abilities listed below:

- Knowledge of computer hardware and software and experience using Skyward (HR, Fiscal and/or Student systems) is preferred.
- Knowledge of Windows-based computer hardware and software programs.
- Ability to make decisions and prioritize work.
- Effective oral and written communications skills.
- Effective interpersonal, customer service and analytical skills.
- Ability to coordinate and prioritize multiple ongoing activities.
- Ability to work under pressure.
- Ability to work as a team player with co-workers and at multiple levels including central office staff, school principals, and district technical staff.

### Education and Experience

- Two years of post-secondary training in computer science.
- Two years of experience using data processing systems and applications software.
- User support or customer service experience preferred.

### Licensing and Certification

None.

Employment eligibility that may include fingerprints, health (TB), and/or other employment clearance. Must have valid driver's license and automobile available for use.

(Allowable Substitutions: Any combination of experience and training which provide the incumbent/applicant with the knowledge, skills, and ability required to perform the work, as determined by the district.)

## **WORKING CONDITIONS:**

### **Environment:**

- District office environment and school sites.
- Demanding timelines.
- Subject to driving to a variety of locations to conduct work during day and evening hours.
- Subject to frequent interruptions and extensive contact with students, staff, parents, and the public.
- Indoor and outdoor environment.

### **Physical demands:**

- Bending at the waist, kneeling or crouching, and reaching to retrieve and maintain files and records.
- Reaching overhead, above the shoulders and horizontally.
- Dexterity of hands and fingers to operate standard office equipment, computer keyboard, and other equipment necessary to complete the required duties.
- Hearing and speaking to exchange information in person and on the telephone.
- Visual ability to read, and to prepare/process documents and to monitor various services and personnel.
- Sitting for extended periods.
- Standing for extended periods.
- Walking over rough or uneven surfaces.
- Climbing, occasional use of stepladders.
- Physical activity may be required, which could include moderate lifting.

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.

### **Hazards:**

- Extended viewing of computer monitor and working around and with office equipment having moving parts.

*In compliance with the Americans with Disabilities Act, the Kent School District will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the community of Human Resources.*