

# Information Technology - IS Support Specialist



BAND	GRADE	SUBGRADE	FLSA STATUS
B	2	4	Non-Exempt

## NATURE OF WORK,

The Information System Specialist supports the district-approved information, data, instructional, and educational technology systems, ensuring data accuracy. They support a variety of software packages, provide training and support to system users, and coordinate usage among all system users. This person is responsible for ensuring the integrity, security, and privacy of student data, and will provide support and expertise to guide the flow of student and business information, as well as reporting, from various systems and educational applications.

**TYPICAL CLASS RESPONSIBILITIES:** (These responsibilities are a representative sample; position assignments may vary.)

## FREQUENCY

**BAND/  
GRADE**

- |    |   |               |     |
|----|---|---------------|-----|
| 1. | Deliver exceptional customer service and support to all district stakeholders to ensure a world-class technology experience by providing setup, support, maintenance, troubleshooting, and secure access to all district users of the educational and business information systems. Works to improve administrative and academic processes by supporting the management, development, implementation, and maintenance of the District's information systems and processes. Coordinates district data integration with various systems used for educational and administrative purposes. | Daily<br>50%  | B2  |
| 2. | Works with and supports staff utilizing software products and information systems. Ensures data privacy, accuracy, and security. Works in conjunction with departments to generate state compliance and reporting data. Updates and maintains student testing data on the system and reports assessment data to the appropriate governmental units.   | Daily<br>20%  | B2  |
| 3. | Generates reports; organizes and maintains files and records; and assists in creating and updating department documentation and end-user tutorials. Collaborate with information system vendors, support staff, and other personnel to identify and resolve issues.   | Daily<br>20%  | B2  |
| 4. | Provides training, support, and documentation to ensure a clear understanding of system use, programs, and procedures for data maintenance and security in the operation of schools and the District.   | Weekly<br>10% | A1  |
| 5. | Performs other duties of a similar nature or level.   | As Required   | N/B |

## FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

The above classification responsibilities represent only the key areas of responsibility; specific position assignments will vary depending on the department's business needs.

## LEVEL OF DECISIONS

Responsibilities typically require adapting procedures, processes, tools, equipment, and techniques to meet the specialized requirements of the position.

## IS Support Specialists - Lv 3

### DIRECTION RECEIVED

Incumbents apply procedures and standards to specific situations and work under general supervision.

### DIRECTION PROVIDED

Incumbents may assign/delegate work assignments to temporary employees and/or regular employees; troubleshoot problems and issues commensurate with relevant experience.

### TRAINING AND EXPERIENCE REQUIREMENTS

Associate degree (A.S., A.A.), and 2 years of information technology and database experience.

### LICENSING REQUIREMENTS

Incumbents in this class typically require

- None.

### KNOWLEDGE REQUIREMENTS

- Applicable hardware, software, and peripheral equipment;
- Applicable operating systems;
- Technology troubleshooting techniques;
- Customer service principles;
- Applicable local, state, and federal laws, rules, and regulations;
- Recordkeeping principles;
- Computers and related software applications.

### SKILL REQUIREMENTS

- Evaluating hardware and software applications;
- Installing, configuring, and troubleshooting technological systems and/or software;
- Converting files;
- Communicating technical information to a non-technical audience;
- Training end-users;
- Providing customer service;
- Preparing and maintaining records and reports;
- Operating a computer and applicable software applications;
- Project management;
- Experience working with various APIs, including SOAP, XML-RPC, JSON-RPC, and REST;
- Experience working with modern databases;
- Communication and interpersonal skills, as applied to interactions with coworkers, supervisors, the general public, etc., are sufficient to exchange or convey information and to receive work direction.

### PHYSICAL REQUIREMENTS

Positions in this class typically require the following physical activities: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and performing repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

### CLASSIFICATION HISTORY

DATE	COMMENT
September 2022	Draft prepared by GBS

## IS Support Specialists - Lv 3

February 2023	Reviewed by Director of Technology and Executive Director of HR
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### NOTE

The above position description is intended to represent only the key areas of responsibility; specific position assignments will vary depending on the department's business needs.