

MERIDIAN SCHOOL DISTRICT

JOB DESCRIPTION

DATA SYSTEMS SUPPORT SPECIALIST

JOB SUMMARY

The Data Systems Support Specialist position, under the direction of the Technology Director, is responsible for providing customer services, software technical support, advice and training to staff in all aspects of the Skyward Student Information System (SIS), CEDARS (Comprehensive Education Data and Research System, and other data driven applications.

This position serves as liaison between the district and Northwest Regional Data Center (NWRDC) technical support personnel. This individual is responsible for ensuring data entry is completed in a consistent and timely manner across the district, for coordinating data validation activities and ensuring data across multiple systems is consistent, accurate and current. As part of the Technology Support Team, this position will assist in maintaining a reliable computer environment to meet the technology needs of the district

Employees may be transferred or reassigned to other Data Systems Support Specialist positions or locations, depending upon the needs of the district. This position is represented by the Meridian Classified Employees Association (MCEA) and is in the Technology classification.

MINIMUM QUALIFICATIONS

Education and Experience

High school diploma or equivalent, AA Degree or Higher preferred;

Knowledge and experience with the use and support of computers, peripherals, tablets, other portable devices and client operating systems including Windows, Linux, Apple, iOS and Android;

Knowledge and experience with the use and support of software applications (e.g. Microsoft Office);

Ability and willingness to learn new systems and technologies; ability to troubleshoot problems, and skill in problem resolution;

Ability to communicate effectively; skill in listening and eliciting information; ability to provide technical advice and instruction to technical and non-technical users;

Ability to establish effective working relationships with staff, vendors and outside agencies; work in a team environment;

Preferred Qualifications

Knowledge and experience with the use and support of student information systems (e.g. Skyward SIS (Student Information Systems), CEDARS (Comprehensive Education Data and Research System), EDS (Educational Data Systems), Homeroom, MealTime, K12 Alerts, TIDE, Transfinder and WA-AIM);

Thorough working knowledge and understanding of database systems (e.g. MySQL/MariaDB, Microsoft SQL, Microsoft Excel); Skill in detecting errors and verifying data.

Licenses and Special Requirements

Technical certifications are highly desirable. Satisfactory background clearance results (fingerprinting required); proof of ability to work in the United States; depending on assignment, valid Washington State driver's license, district Type 2 drivers certificate, CPR & first aid cards may be required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Manage and coordinate Skyward SIS process and procedures with district personnel; provide ongoing support to district personnel regarding the use of Skyward SIS and the confidentiality of student records.
2. Ensure that CEDARS reporting is correct so that all district reports pulled from the CEDARS system reflect actual student information. Reports that are run from the CEDARS system include: Home based students attending part time, State transitional Bilingual, Free and reduced meal status, Title I Migrant, LAP Reading, LAP Math, TAS Reading, TAS Math, Highly Capable, School Choice, Early Childhood Education, Currently enrolled students, Dropout or unknown student status. Performs CEDARS Exception Report resolution.

3. Work with school staff to process corrections to student enrollment and demographic data as needed, coordinating revision and providing training as necessary. Oversee the input of students' records, and develop procedures to ensure accuracy, completeness and timeliness of all student records.
4. Maintain district-wide coding systems and tabled fields such as those pertaining to grading, attendance, discipline, enrollment, courses, etc.
5. Review addresses stored in the system for accuracy, ensuring the addresses conform to the US Postal Standard. Coordinate the standardization of street abbreviations with the Director of Transportation.
6. Responsible for ensuring the student data is accurate and meets the state and federal compliance requirements which involves developing and reviewing business practices, processes and procedures to ensure the data is accurate.
7. Ensure that data is current, accurate and consistent across all systems and support district personnel in the use of said systems, including, but not limited to: CEDARS (Comprehensive Education Data and Research System), Skyward SIS (Student Information Systems), EDS (Educational Data Systems), Homeroom, MealTime, K12 Alerts, TIDE, Transfinder and WA-AIM.
8. Attend workshops and Student Information conferences. This includes but is not limited to NWRDC workshops and conferences. Maintain technical currency in new and innovative technology applicable to use and support of the Skyward Student Information System. Continue to update professional knowledge of new and innovative technology applications to better support district personnel.
9. Provide problem solving assistance and supplementary training on the telephone or on-site with district personnel.
10. Coordinate all required assessments to assure timelines and consistency across the District (K-12) and provide technical support during assessments.
11. Collaborate with the Data and Assessment Specialist to ensure accurate data is available to the instructional team.
12. Perform a variety of technical duties related to District, State and National student assessment programs; collect, update and maintain assessment information on electronic database. Organize training of building assessment coordinators.
13. Maintain accurate documentation with regard to assigned duties (e.g.: inventory, work logs).
14. Assist in evaluating technology requirements and trends to meet District needs.
15. Follow complex verbal and written instructions, adhere to District protocol, and work with minimal supervision.
16. Respect the confidentiality of information.
17. Performs other duties as assigned by the Technology Director.

CONDITIONS

The preceding list of essential duties and responsibilities is not exhaustive and may be supplemented as necessary.

MENTAL DEMANDS

Requires substantial planning, development and creativity; requires organization and time management; requires concentration; exposed to frequent interruptions, shifting priorities and rechanneled work efforts; requires effective decision-making and problem-solving; requires ability to work independently; requires cooperation and ability to work as team-member; requires self-discipline in behavior and attitude; requires accurate record-keeping; requires ability to maintain composure in crisis; requires ability to maintain strict confidentiality and display loyalty and integrity to employer.

PHYSICAL DEMANDS

Exposed to visual display terminal and typing for prolonged periods; dexterity and precision required in the operation/repair of a computer; sitting for extended periods of time without restrictions; twisting upper torso and neck and bending forward without restrictions; occasional bending at waist to floor; lifting/carrying objects weighing up to 50 pounds; good visual and hearing ability; mobility throughout district and community via automobile/walking; may be asked to attend evening meetings.

The Meridian School District does not discriminate in any programs or activities on the basis of sex, race, creed, religion, color, national origin, age, veteran or military status, sexual orientation, gender expression or identity, disability, or the use of a trained dog guide or service animal and provides equal access to the Boy Scouts and other designated youth groups. The following employee has been designated to handle questions and complaints of alleged discrimination: Title IX, ADA, and Compliance Coordinator (RCW 28A.640/28A.642) Kurt Harvill, Director of Personnel, 214 W. Laurel Rd., Bellingham WA 98226. 360-398-7111. Section 504 questions and complaints can be directed to Aaron Jacoby at 214 W. Laurel Rd., Bellingham WA 98226. 360-398-7111.

The Meridian School District is a drug-free/tobacco-free workplace. All new employees must complete a satisfactory fingerprint check with the Washington State Patrol and the FBI. All employment is considered temporary until receipt of a satisfactory check.