

## INFORMATION SYSTEMS SUPPORT ANALYST

### JOB SUMMARY

Under the direction of the Director of Student Information Services, the job of Information Systems Support Analyst includes ensuring the integrity, security, and operational continuity of the District's Student Information System (SIS) and other district resource application systems as assigned; providing technical coordination and training to site personnel who use SIS; troubleshooting problems with the student information system; resolving reports and data issues of SIS; planning, developing and maintaining SIS software and reporting capability.

### REPRESENTATIVE DUTIES

The position description describes the general nature of the work performed.

### ESSENTIAL FUNCTIONS:

- Maintains and configures a district-level database for the purpose of collecting, organizing, analyzing and reporting all student information (e.g., attendance, grading, academic progress, test results, enrollment, high school selection, master schedule, transfer, etc.) required by the District and by county, state and federal agencies.
- Designs various reports and report formats using a variety of software and database tools including standard query language (SQL).
- Designs interactive dashboards to visualize Key Performance Indicators (KPIs), enrollment trends, and student outcomes.
- Analyzes student information using application software for the purpose of providing District programs with information needed to make various program decisions.
- Manages and maintains daily tasks for data and reports, including overseeing regular audits (e.g., attendance, bell schedule, direct certification, enrollment, etc.) to ensure data quality, reliability and accuracy of the database.
- Develops the annual SIS training schedule and training materials, including training videos, guides, and procedures (e.g., master schedule training, attendance, etc.).
- Provides technical support and training to site users and District system users on data entry requirements (e.g., CALPADS, CBEDS, and Civil Rights Data Collection (CRDC) protocols).
- Coordinates the collection, verification, and submission of data (e.g., CALPADS, CBEDS, CRDC, CCGI) to various State and education agencies for the purpose of meeting various reporting requirements and requests for information.
- Assists with the annual SIS database rollover, including pre-rollover audits and post-rollover data validation.
- Performs data validation and error-checking within the Principal Apportionment Data Collection (PADC) web application.
- Designs and implements complex validation logic using SQL or built-in SIS tools to identify and resolve data entry errors before they impact state or federal reporting.
- Downloads and imports testing results and other data (scores, grading, registration, attendance) from various sources (e.g. State agencies, elementary districts, site records, etc.) for the purpose of maintaining accurate and current databases and ensuring timely posting of new data.
- Develops and documents District files, policies, procedures, and SIS protocols for the purpose of ensuring a uniform and reliable access to information and a data environment of installed systems to meet user information needs.

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- Audits and manages SIS user permissions and security groups to ensure data privacy and rule-based access control in accordance with district policies and student privacy laws (e.g., FERPA, SOPIPA). Develops protocols for secure data sharing and integrations with third-party vendors in coordination with Technology and Student Services Departments.
- Assists in the support of systems and projects (e.g., development of master schedule, summer school system management, school enrollment projections, ADA reporting, annual data confirmation process, etc.) as directed for the purpose of maintaining integrity of SIS and meeting the information needs of system users.
- Assists Director with monitoring the efficiency and accuracy of SIS department and site personnel (e.g., registrars, attendance staff) and gives direction to ensure data integrity and system effectiveness.
- Compiles data of a statistical nature (e.g. enrollment projections, data fields and records, student demographics, etc.) for the purpose of assisting others in the preparation of recommendations and/or reports for administrative review and action.
- Informs public and outside agencies regarding a variety of procedures and program requirements for the purpose of providing the necessary information for completing transactions, taking appropriate actions and/or complying with established guidelines.
- Monitors integration and synchronization between SIS and a variety of third party connected systems and/or applications for the purpose of ensuring reliable interaction of these systems.
- Directs the CALPADS data governance initiative, leading cross-departmental stakeholders in implementing modernized collection protocols and quality standards that improved the accuracy of state-mandated reporting

### **OTHER JOB FUNCTIONS:**

- Performs other job related duties as assigned.

### **JOB REQUIREMENTS – MINIMUM QUALIFICATIONS**

#### **KNOWLEDGE OF:**

- Windows operating system environment;
- Procedures to maintain complex database and reporting systems;
- Industry standards and procedures of SIS database application and maintenance, student attendance, grading, registration, and class scheduling standards, practices, and procedures;
- Modern office practices, procedures and equipment;
- Design and format of reports extracted from database systems;
- Troubleshooting and diagnostic techniques for identifying and resolving database and reporting errors;
- Standard Query Language (SQL) and other programming languages;
- Basic principles of training;
- Software applications used by the District;
- Oral and written communication skills;
- Principles of providing work direction and guidance.

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- Communicate and work effectively with others, including students, a variety of staff, managers and administrators;
- Design and build KPI dashboards;
- Generate SQL and other programming languages to interact with data in district systems;
- Develop training materials, guides, and job aids;
- Understand written and oral instructions;
- Install and maintain complex database systems and applications;
- Troubleshoot database applications and software problems;
- Train and assist others in the use and functions of assigned software;
- Provide and maintain documentation of installed systems;
- Work under general supervision to resolve software problems;
- Write effective queries to the database using SQL and other software tools;
- Communicate with vendors and other technical experts to diagnose and eliminate software problems;
- Work with accuracy and precise attention to detail;
- Provide technical support and guidance and training on system procedures, techniques, methods, and requirements to others;
- Read, interpret and apply technical manuals and documentation;
- Detect errors in data output;
- Analyze situations accurately and adopt an effective course of action;
- Meet schedules and timelines;

### EDUCATION AND EXPERIENCE

Associate Degree in computer and network systems, information technology, database management or closely related field or equivalent combination of education and experience.

Two years progressively responsible information systems experience involving large-scale databases, including the use of SQL queries for report development, with preference for student information systems. Additional qualifying education (e.g. Bachelor's degree in information technology or database systems administration) may substitute for one year of the qualifying experience.

### DISTINGUISHING CHARACTERISTICS

The Information Systems Support Analyst is responsible for maintaining the integrity of the data in the District's student information system including attendance, registration, class scheduling, grades, test results, parent portal, and other application systems as assigned and for assisting with the system. This class provides expert and advisory guidance to staff district wide in the use of the integrated student information system and performs complex functions to maintain accuracy and reliability of the system and to meet requests for reporting needs. This position serves as the technical lead, providing guidance to the Information Systems Support Technician classification. In contrast, the Information Systems Support Technician is responsible to support procedures and activities established to maintain the reliability and integrity of student data.

### REQUIRED TESTING

Pre-employment proficiency test and assessment is required to demonstrate the minimum qualifications for the position.

### LICENSES AND CERTIFICATES

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None

## CONTINUING EDUCATION/TRAINING

None specified.

## CLEARANCES

Fingerprint Clearances issued by the California Department of Justice and the Federal Bureau of Investigation (FBI); TB Clearance. Pre-employment physical examination including negative drug screen.

## WORKING ENVIRONMENT

The usual and customary methods of performing the job functions require the physical demands outlined below. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Physical Demands: Frequency Definitions Based on an 8-Hour Day:

Never = 0%

Seldom = 1-10% (<45 minutes)

Occasionally = 11-33% (up to 3 hours)

Frequently = 34-66% (up to 6 hours)

Continuously = 67-100% (more than 6 hours)

Seldom	stooping/bending, squatting/crouching, climbing/balancing, kneeling, twisting back
Seldom/Occasionally	pushing and pulling, reach above shoulder, reach at shoulder
Occasionally	walking, standing, lifting 11-25 lbs. at waist height, carrying 11-25 lbs. up to 25 feet, lifting up to 10 lbs. overhead or at shoulder height, carrying up to 10 lbs. up to 25 feet
Occasionally/Frequently	handling/simple grasping, sitting, neck flexion/rotation, fingering/fine manipulation, reach below shoulder

## AUDITORY OR VISUAL REQUIREMENTS

Auditory ability is required to communicate with students, staff, parents, and to respond to telephone calls, safety bells and emergencies. Vision ability is required to see near, distant, color, depth and peripherally.

## ENVIRONMENTAL CONDITIONS

None