

INFORMATION TECHNOLOGY SUPPORT SPECIALIST (ITSS)

DEFINITION:

Under general supervision of the Director of Information Services, serves as an interface between technology users throughout the District and Information Services staff. Serves as a Specialist for the District's Student Information System (AERIES) and the State California Longitudinal Pupil Achievement Data System (CALPADS); assumes and performs related work as necessary or required.

CLASS CHARACTERISTICS:

This single incumbent class is distinguished from other Information Services classifications in that it is more project oriented with responsibility for the many State mandated timelines throughout the year, while the Network Systems Manager is responsible for network systems, databases and application(s) programs used throughout the District as well as network security and anti-viral protection.

EXAMPLES OF DUTIES:

Assist the Director of Information Services with State reporting, including but not limited to: Standardized Testing and Reporting (STAR), California English Language Development Test (CELDT), Otis-Lennon School Abilities Test (OLSAT) using the AERIES database. *E*

Serve as the Local Educational Agency (LEA) Contact for Ocean View School District with various responsibilities of maintaining CALPADS information for the assigning of Statewide Student Identification (SSID) numbers for all incoming students, resolving anomalies and prompting school offices to add/clean up essential student data in AERIES in order to correct errors in submissions, as well as perform weekly reconciliation with the CALPADS database. *E*

Import data from AERIES to the web-based Data Director application. *E*

Create reports in the asset database for Ocean View employees who need data for reporting and grant writing purposes. *E*

Create student log-ons for middle school students as needed throughout the year. *E*

Create queries and help others throughout the District to create queries as needed from the AERIES database. Act as liaison by calling AERIES directly and interfacing with them when we are unable to solve an AERIES problem for an Ocean View user. *E*

Copy student records in AERIES from one school to another as needed throughout the year, with a heavy load prior to the start of school in the Fall. *E*

Help facilitate meetings and present specific data input requirements for AERIES to the school administrators and support staff. *E*

Update parent/teacher notification system (Blackboard Connect) as needed.

E denotes an essential function of the job

SUPERVISION:

Receives general supervision from the Director of Information Services.

Not responsible for direct supervision of other employees. May coordinate the work of outside contractors providing required services.

MINIMUM QUALIFICATIONS:

Knowledge of:

Modern office methods, procedures, terms, equipment;

Microsoft SQL Server

Word processing (MS Word), Excel spreadsheet, Access database, Internet browsers and
E-mail computer applications software;

Business office telephone techniques and etiquette;

Basic mathematics used in an office environment;

Standard record keeping, filing systems and procedures;

Correct English usage, spelling, grammar, punctuation, vocabulary and skills in proofreading;

Letter, report, and agenda preparation methods;

Ability to:

Rapidly learn AERIES database and various application software (including but not limited to STAR, CELDT, OLSAT) using the AERIES database and the CALPADS information for the assigning of SSID numbers for all incoming students.

Learn methods of effectively assisting users in troubleshooting software packages and how to communicate effectively with users to determine, diagnose and assist in resolving hardware/software problems or referring the problem to the appropriate technician;

Operate PC diagnostic utilities to assist in troubleshooting software problems with assigned software;

Troubleshoot MS Word and AERIES student information database and
other software applications;

Oversee and develop queries (Aeries SQL version and Aeries Access version) to retrieve pertinent student and personnel information from District databases;

Understand and carry out oral and written instructions;

Establish and maintain effective working relationships with a variety of users.

EDUCATION AND EXPERIENCE:

Individuals possessing the knowledge, skills and abilities listed above are considered to possess the education necessary to succeed in the position. Typically this knowledge and these skills and abilities are acquired through two or more years of broad, varied, increasingly responsible technical or secretarial experience, preferably for an administrator in an Information Technology/Systems environment. (Two years of closely related college education in Computer Science, Information Technology or related field may be substituted for one year of the required experience.)

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Safely lift, carry, push up to 25 pounds; frequently sits and stands; occasionally walks, stoops, bends and reaches over head; repetitively uses fingers on both hands simultaneously; communicates clearly and is able to understand normal voice conversation; visual acuity sufficient to see small details in an office environment; uses a computer and telephone; works inside exclusively; may have direct contact with public and other district staff; frequently works with high volumes and tight deadlines without direct guidance from supervisor.

New classification adopted by Personnel Commission 6/17/10
Classification Revisions Effective 3/10/11