

Job Title: STUDENT INFORMATION SYSTEMS TECHNICIAN
Reports to: Director, Data Quality, Compliance and Accountability
Dept./School: Data Quality, Compliance and Accountability
Wage/Hour Status: Non-exempt
Date Revised: June 8, 2023

Primary Purpose

Provide Level 2 support and troubleshooting of the Skyward Student Management System (SIS). Customizes the SIS to meet the needs of the customer base while maintaining compliance and confidentiality. Manage assigned SIS modules in order to provide exemplary customer service and bring efficiency to district operations. This job description is a guideline. The job duties listed below may change or may evolve over time.

QUALIFICATIONS

Education/Certification

High school diploma or GED
60 College Hours, preferred
JavaScript Specialist Certification, preferred

Special Knowledge/Skills

Knowledge of database design
Ability to detect and resolve problems in the SIS
Familiarity with campus/department organization, processes and procedures
Advanced skills in Microsoft Office Suite
Advanced skills in Adobe Professional
Effective organizational, communication, and interpersonal skills
Ability to organize and to prioritize responsibilities and projects in order to meet timelines
Ability to multi-task
Knowledge of basic accounting principles

Experience

Minimum two years in customer support
Demonstrated JavaScript/HTML skills

MAJOR RESPONSIBILITIES AND DUTIES

1. Become skilled and proficient at navigating Skyward on the features, options, and information for assisting customers.
2. Provide help-desk support to parents, teachers, students and staff on Skyward related login issues.
3. Refer questions related to Skyward SIS processes and procedures to the Data Quality Team.
4. Prepare the SIS for future scheduling of course requests by creating student wish lists.
5. Responsible for the coding and deployment of Skyward Custom Forms; coordinate with the technology department to automate the sharing of information.
6. Under the supervision of the Director, customize the SIS using Skycode conventions.
7. Manage the New Student Online Enrollment (NSOE) module; troubleshoot any program areas of concern.
8. Manage the Family and Student access modules; roll over modules as needed.
9. Manage the department and assigned district web pages.
10. Create interactive forms using Excel, Word, and/or Adobe Professional.

- 11. Create district specific video tutorials for parents, students, and teachers focusing on the use of the SIS.
- 12. Receive and process Credit-by-Exam results; record grades in the student information system (SIS).

Files

- 13. Maintain department's physical and computerized files.
- 14. Prepare and process purchase orders; perform routine bookkeeping tasks; assist director with budget preparation; maintain department budget.

Ethics

- 15. Report any suspected violations of the code of ethics, such as theft, fraud, data manipulation, or any other dishonest act in the workplace.
- 16. Safeguard against unauthorized access to assigned computer system and electronic data.
- 17. Coordinate security and account clearance settings for Skyward SIS.
- 18. Maintain confidentiality of all data and files.

Other

- 19. Perform other short-term duties and responsibilities as assigned.

Supervisory Responsibilities

None

EQUIPMENT USED

Personal computer, scanner, printer, calculator, fax machine, copier and typewriter

WORKING CONDITIONS

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Work with frequent interruptions. Repetitive hand motions; prolonged use of computer. Prolonged and irregular work hours. Frequent district-wide travel.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by: _____ Date: _____

Approved by: _____ Date: _____