

TITLE: STUDENT INFORMATION SYSTEMS SPECIALIST 1
SECTION: Information Technology Department
REPORTS TO: Systems Applications Specialist II or designate

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SUMMARY

Under the direction of the Systems Applications Specialist II or designate, the Student Information Systems Specialist 1 ("SISS1") supports the District's student information systems through customer-centric help desk services, end-user training and maintenance activities.

DUTIES

1. Provides end-user support of the District's student information systems through established processes of response, investigation, problem solving, and escalation, workflow guidance and solution development.
2. Conducts training in the use and operation of the District's student information systems; designs, creates, updates, maintains, distributes and delivers training content
3. Maintains the department and District student information systems knowledgebase and documentation library by creating, researching, updating, and publishing user documents and reference manuals used by District staff.
4. Creates, updates, maintains, and communicates standard procedures, instructions, and best practices in compliance with the District and the Ministry regarding student information systems.
5. Conducts established operational and technical maintenance activities (security access, data extracts and back up procedures) for staff, student, and parent user accounts.
6. Provides input and participates in the implementation of improvements of operational and technical maintenance activities.
7. Monitors Ministry reporting activities and provides guidance and direction where needed on procedures and timelines to support staff with the various data collection activities. Prepares student information system reports and ensure data is entered correctly for data collection and compliance purposes. May be required to research, produce, and submit specialized reports and data extracts as requested.
8. Provides support to internal and external partners as required, to identify, troubleshoot escalate, and resolve technical issues and problems related to the use of the student information systems.
9. Stays current and well informed on changes and updates to the student information systems' software, features, and the technical environment. Provides continuous improvement and optimized utilization of the systems in alignment with the District's needs and objectives. Participates in working groups or committees and related change management processes
10. Conducts duties and guide users on the compliance of the student information systems privacy, security, and the use of personal information in accordance with Freedom of Information and Protection of Privacy Act (FOIPPA), the District and Ministry policies and standards.
11. Stays current with and provides support to users when needed on peripheral end user applications and computer operating system environments that directly interface with and are used to access and make use of the student information systems.
12. May, on occasion, be required to perform other related duties.

QUALIFICATIONS

- High school graduation or equivalent
- Two-year Post-Secondary diploma or degree in computer or information science; or a diploma in Business Management including a minimum of two computer related courses; or a combination of education and experience
- Demonstrated, extensive knowledge of Microsoft Office products and a strong competence in spreadsheets, databases and desktop and online publishing tools. Certification as a Microsoft Office Specialist (MOS) is preferred
- Three years recent, specific experience
- Demonstrated ability to manage multiple projects, set priorities, and meet deadlines with accuracy
- Ability to work under pressure; mental, visual, and hearing concentration is required continuously for short durations
- Excellent interpersonal and communication skills; ability to work independently or on a team
- Demonstrated ability to compose communication, correspondence including reports and training material, excellent grammar, spelling, and punctuation skills
- Demonstrated ability to exercise sound judgement and initiative
- Ability to learn and adapt quickly without formal training
- Ability to maintain the confidentiality of sensitive information with a high degree of diplomacy
- Ability to perform light physical activity of short duration, including occasional travel
- Valid BC Class 5 driver's license