

Job Description

Title: Infinite Campus and Database Specialist

Reports to: Director of Assessment, Research, and Evaluation

General Summary: Assists in the smooth and efficient operation of Infinite Campus (IC), the Millard Public School Student Information System (SIS), by maintaining the district's IC helpdesk, providing support for IC SIS users, maintaining and creating reports, assisting with SIS database management, and performing associated duties. Support other district database systems.

Essential Functions:

Infinite Campus Management (75%)

- Provide second-level and initial response to helpdesk inquiries by troubleshooting student information system problems and/or distributing work tickets to appropriate SIS support personnel. Work with building administrators, secretaries, technology staff, and team members SIS support staff to maintain and keep an accurate troubleshooting database.
- Analyze helpdesk trends to maximize user efficiency and success.
- Document and perform systemized responses to IC processes including helpdesk tickets and IC Important Dates calendar.
- Collaborate with IC personnel regarding escalated helpdesk tickets and district-defined needs.
- Manage IC updates including Millard-specific protocol. Create and communicate Millard update manifestation documentation to stakeholders. Troubleshoot IC update changes in sandbox.
- Provides assistance to SIS users in report generation and data acquisition using Ad Hoc reports feature and other report writing tools. Assists in the writing of reports, interpreting and updating of student information data.
- Imports and exports data from student database for use with other District systems. Assists with the maintenance of the SIS database and other District databases both in-house and hosted services.

Innovation and Teamwork (25%)

- Keep abreast of technical and professional trends and developments impacting Student Information System processing and reporting; disseminate information to appropriate personnel as needs dictate. Maintain knowledge of software and technology as it relates to student information systems.
- Work with other employees within the department to integrate activities to meet District and department goals.
- Participate in meetings and trainings as requested, reacts to change productively, and performs other duties as assigned.

Length of Contract: 12 months

Salary: Professional/Technical Salary Schedule

Qualifications:

1. Education Level: Degree in computer science is preferred.
2. Certification or Licensure: None required.
3. Experience desired:
 - Two years experience working in a networking environment.
 - Experience in K-12 educational environment.
 - Experience in developing and managing computer (or technology based) information systems and database administration.
 - Familiar with the management of student and other school data.
 - Experience with Microsoft, Apple Macintosh, and Novell (or other network) operating systems.
 - Experience as helpdesk technician or technical support staff.
 - Knowledge and use of SQL database and/or MS SQL reporting services.
 - Experience with Crystal Reports, Cognos, or other report writing software.
4. Other requirements:
 - Commitment to ethical practices.
 - Ability to work cooperatively with people.
 - Ability to be flexible.
 - Ability to teach adults.
 - Good English usage, spelling, grammar, and punctuation skills.
 - Ability to type at least 40 wpm.
 - Ability to establish and maintain cooperative relationships with staff and others.

Special Requirements:

	Occasional <u>1 - 32%</u>	Frequent <u>33 - 66%</u>	Constant <u>67% +</u>
1. Standing		X	
2. Walking			X
3. Sitting		X	
4. Lifting <u>25</u> lb max.....	X		
5. Carrying <u>50</u> feet.....	X		
6. Pushing / Pulling	X		
7. Climbing / Balancing.....	X		
8. Stooping / Kneeling / Crouching / Crawling.....	X		
9. Reaching / Handling.....	X		
10. Speaking / Hearing.....			X
11. Seeing / depth perception / color.....			X

The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. Responsibilities and duties assigned are at the discretion of the supervisor (or superintendent).

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Millard Public Schools

Date: August 2006
Revised: February 3, 2014