Job Description

Title: Student Information System Specialist

Reports to: Executive Director of Assessment, Research, and Evaluation

General Summary: The Student Information System (SIS) Specialist is the product owner for the district's SIS. This role partners with key stakeholders to lead the efficient operation of the SIS by completing timely critical tasks, providing support for SIS users, obtaining feedback, making enhancements to keep the SIS current, maintaining the district's SIS staff helpdesk, and performing other associated duties.

Essential Job Functions:

SIS Ownership
- Provide second-level response to staff helpdesk inquiries by troubleshooting student information system issues and/or distributing work tickets to appropriate SIS vendor support personnel.
- Collaborate with other MPS departments, SIS vendor, and other vendors to ensure efficient functionality (ex, SIS mail delivery, fee payments, etc).
- Partner with building administrators, secretaries, technology staff, team members and SIS support staff to document and maintain a useful and accurate troubleshooting process.
- Analyze helpdesk trends to maximize user efficiency and success by implementing SIS best practices and partnering with Millard's Leadership & Learning dept on training.
- Document and perform systemized responses to SIS processes including helpdesk tickets, SIS Important Dates calendar, and Student Services' timeline of events regarding enrollment and registration.
- Collaborate with SIS vendor personnel regarding escalated helpdesk tickets and district-defined needs.
- Manage vendor SIS update process including Millard-specific protocol. Create and communicate Millard documentation to stakeholders. Ensure all users are aware of new enhancements, changes, and bug fixes. Solicit feedback on Millard's adoption of new features and inform leadership and the vendor of this progress.
- Complete Regression Testing and Feature testing of SIS updates in Test environment prior to updating our production environment.
- Provide assistance to SIS users in report generation using the native SIS reporting tools. Also assist with the interpretation of the information which may lead to clean up or updates to student information in the SIS.
- Learn and apply applicable State and Federal guidelines and statutes to SIS processes and SIS configuration. This includes mandatory reporting requirements for Nebraska.
- Ensure SIS configuration and security practices conform to State and Federal requirements for Student Privacy such as FERPA, COPPA, CIPA.

Innovation and Teamwork
- 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 (or related field) is preferred.

2.   Certification or Licensure: None required.

3.   Experience desired:
- Experience in K-12 educational environment.
- Familiar with the management of student and other school data.
- Experience in developing and managing computer (or technology based) information systems.
- Experience as helpdesk technician or technical support staff.
- Two years experience working in a networking environment.
- Experience with Microsoft, Apple, operating systems.

4.   Other requirements:
- Commitment to ethical practices.
- Ability to establish and maintain cooperative relationships with colleagues.
- Ability to be flexible.
- Ability to manage priorities.
- Good English usage, spelling, and grammar skills.
- Ability to teach adults.

Special Requirements:

	Occasional 1-32%	Frequent 33-66%	Constant 67%+
1. Standing	x		
2. Walking	x		
3. Sitting			x
4. Lifting 25 lb max	x		
5. Carrying 50 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
                                                              Revised: February 20, 2020