

| <b>FNSBSD JOB DESCRIPTION</b>                              |  |
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| <i>Job Title:</i> Information Systems Support Technician I |  |
| <i>Supervisor:</i> Director of Student Information Systems | <i>Classification:</i> Classified (ESSA) |
| <i>Days/Months:</i> 12 months                              | <i>Grade:</i> 10                         |

**Job Summary**

Provides high-level expertise, training, and support to district staff in all aspects of the electronic management of information systems. Supports the district through administrative training and utilization of various software applications and hardware platforms.

**Essential Job Functions**

Functions as the Lead Scheduler for specific schools using the Student Information Management System (SIMS) automatic student scheduler.

Trains and assists school principal and counselors in determining distribution of students to classes and teachers.

Prepares SIMS training materials and user documentation for all the different administrative user groups (e.g., principals, counselors, secretaries, nurses, etc.)

Trains school staff in the use of SIMS, to include grading, scheduling, attendance and student enrollment processes.

Writes and prepares SIMS database queries and ad-hoc reports, including the use of MS Word/Excel merges to satisfy user groups' requirements.

Performs critical daily data integrity checks. Data problems are identified through data queries and reports; corrections are accomplished through detailed database research and coordination with school administrative staff.

Works closely with system administrators in troubleshooting database or software problems.

Performs fiscal end of year process and start of year setup for assigned schools.

Manages the flow of student records across the district, through consistent oversight of electronic records to ensure data integrity and the retention of required paper records.

Troubleshoots information systems software problems and provide level 1 support for all district users across a variety of applications.

Produces all district payroll and accounting checks upon receipt of electronic files from appropriate department.

Administers information systems user accounts in the district, which entails resetting passwords or user permissions.

Provides secretarial and administrative support to the information systems department to include but not limited to: organizes and maintains required administrative files and records, including confidential material.

Orders and inventories equipment and materials, including various district forms, printer consumables, tapes, etc.

Administers fees and fines collections and enroll students (K-12) for all schools during summer months.

### **Non-Essential Job Functions**

Performs other job-related duties as assigned.

### **Equipment Used**

Apple Computers, PC Computers, pressure sealers, auto-dialers, printers, scanners, copy and fax machines.

### **Independent Decisions**

Decisions directly affect school operations. Troubleshoot and exercise good judgment in prioritizing requests from district staff for information from the information systems department, and determining the best method to resolve each request.

### **Primary Working Contacts**

Make daily contact with school administration, administrative center staff, other school district personnel, parents and the public. Expected to present a friendly, professional demeanor at all times regardless of workload or stress.

### **Responsibility for Cash, Equipment, Safety**

Responsible for maintaining, restocking and inventorying all office consumables and district wide forms (i.e., registration, enrollment, payroll checks, student withdrawal, permanent record cards, etc.)

### **Supervision Received and Exercised**

Position is supervised by the director of student information systems.

### **Unusual Working Conditions**

Required to spend a significant amount of time utilizing a computer. Some travel to schools is required.

### **Evaluation**

Annual written evaluation.

### **Physical and Mental Demands**

The physical demands of this position require frequent standing, walking, sitting, speaking, and hearing. Requires near vision to write and read printed materials and computer screens. Requires hearing and speaking to exchange information on the telephone or in person. The employee is regularly required to reach with his/her hands and arms and occasionally lift items weighing up to 20 lbs. Must be able to use carts, ladders, dollies, and stools to assist in moving or shelving items. Requires sufficient arm, hand, finger dexterity to operate a keyboard and other office equipment. Repetitive motions with wrists, hands, and fingers may also be required. Additionally, the employee must be able to communicate by oral and written means in an

appropriate business manner and have cognitive skills to understand instructions, readily recall facts and details, handle conflict, and make effective decisions under pressure.

*The Fairbanks North Star Borough School District is committed to providing reasonable accommodations, according to the applicable state and federal laws, to all individuals with qualified physical or mental disabilities.*

### **Job Qualifications**

The following are required:

1. Associate's degree or two (2) years of post-secondary education in computer science, information systems, or related field. Experience may be substituted for education requirement on a year for year basis.
2. Two (2) years of experience with computer operations, in a software support role and web-based applications, including database management.
3. Basic knowledge of Windows Operating Systems and Macintosh Operating Systems.
4. Basic knowledge of the accounting/purchasing procedures.
5. Proficient with SIMS, student records application, and financial applications.
6. Must be skilled in organizing and maintaining accurate records and filing systems.
7. Must possess excellent organizational and communication skills in English and maintain relationships with coworkers, school staff and the public to effectively deal with a high volume of incoming help requests.
8. Must be able to learn and train others in the SIMS to assist schools or the administration with grading, scheduling, attendance or student management.
9. Must have the ability to work independently under high volume workload, stressful situations, and completing work amidst numerous interruptions.
10. Must be proficient in solving as many requests as possible before a systems specialist or network services resource is assigned.

The following are preferred:

1. Detailed knowledge of the student records database schema.
2. Familiarity with the locations of forms, links, and resources in the FNSBSD Website.
3. Knowledge of both IBM-compatible PC and Apple Operating Systems.
4. Knowledge of Pearson SIMS, financial & accounting software.

### **Additional Job Information**

Fairbanks North Star Borough School District employees must possess the ability to read and write in English. This includes the ability to communicate in English with school staff, coworkers, and the public. Employees must also have the ability to comprehend and carry out oral and written directions and understand and follow English instructions and written documents.

**The Fairbanks North Star Borough School District is an Equal Opportunity Employer.**