



## **DATA SUPPORT SPECIALIST**

### **Definition**

Under general supervision, supports the District's data software applications in assessment, instruction, technology, or a department that requires specialized data entry; provides instruction and advice to system users; analyzes problems and issues related to the software; coordinates usage among all system users; and producing a wide variety of statistical reports.

### **Distinguishing Characteristics**

This is a technical, specialist class which uses on-line computer/server systems with multiple software packages specifically related to assessment, instruction, technology, or a department that requires specialized data entry. Work is done independently and requires accuracy, attention to detail and the ability to meet critical deadlines.

### **Essential Duties and Responsibilities**

- Administers system security (e.g. authorization, access, read only, passwords, etc.) to regulate access to the system and ensuring confidentiality of records.
- Assists with the implementation, maintenance and support of assessment, instruction, technology, or a department that requires specialized data entry with software applications to enable the uses of technology within and out of the department.
- Develops reports of varying levels of complexity from database applications to provide other personnel and regulatory agencies with information customized to their specific needs and ensuring reliability of data.
- Develops and prepares user materials to provide instruction documentation and reference, operating standards and procedures software applications.
- Identifies issues related to software applications to resolve user problems.
- Interacts with staff and vendors to cultivate supportive and informative relationships.
- Provides administrative support to the department director to complete a wide range of tasks as delegated.
- Responds to inquiries relating to system and interfaced software applications, problems and issues to provide help-desk support, resolving problems and supporting district users.
- Serves as a contact with application vendors to identify problem definition and obtaining resolution.
- Supports district staff on the use of system software and related applications to ensure proper and efficient use of system. Provides districtwide information on all testing activities to district staff.
- Supports general office staff procedures to ensure communication amongst administrative staff.
- Provides general information to clientele that may involve the explanation and interpretation of department regulations and practices.
- Performs other related duties as assigned to ensure the efficient and effective functioning of the work unit.

## **Qualifications**

### **Skills, Knowledge and Abilities**

**SKILLS** are required to perform multiple, highly complex, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: prepare and maintain accurate records; customer service; and the use of pertinent software applications.

**KNOWLEDGE** is required to perform basic math that includes calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents that may include mathematical data, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current generation office software, database, querying, and report writing.

**ABILITY** is required to schedule activities, meetings, and/or events; routinely gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job that includes being attentive to detail; establishing and maintaining effective working relationships; communicating with persons with diverse technical knowledge and skills; maintaining confidentiality; and working with frequent interruptions.

### **Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting 20 – 30 lbs., carrying, pushing, and/or pulling some stooping, kneeling, crouching, and significant fine finger dexterity. Generally the job requires 90% sitting, 5% walking, and 5% standing. This job is performed in a generally clean and healthy environment.

**Experience** Job related experience is required.

**Education** Equivalent to graduation from high school supplemented by related post-secondary coursework or work experience in data systems and/or student information data systems.

### **Licenses and Certificates:**

Possession of a valid California driver's license with no restrictions which would preclude driving on the job is a continuous requirement.

### **Other Conditions of Employment:**

In accordance with California law and the Education Code, position incumbents must maintain a conviction free Dept. of Justice background record which is relevant to the position.

Salary Range: 21

N: 06/13