

SANTEE ELEMENTARY SCHOOL DISTRICT

ADMINISTRATIVE AND INSTRUCTIONAL SYSTEMS ANALYST

DEFINITION

Under direction of Director of Technology, provides primary customer support services for users as they research, evaluate, implement and use technology-related systems. Supports the ongoing design, implementation, maintenance and training of various administrative and instructional application packages. This includes such systems as student information and assessment, web-based and Internet forms and web-based applications and sever-based software applications, conversion of manual processes to modern on-line processes, digitized instructional materials, scanning applications, software licensing systems, E-mail and support of district-wide groups, Request for Service systems, departmental web page design, creation and support, web-based conferencing and training systems, etc. This analyst designs interface modules for database and web-based Internet and Intranet applications; acts as a resource to SDCOE, school site and district office personnel to assist them with appropriate software application and integration.

DISTINGUISHING CHARACTERISTICS

Incumbent provides technology customer service and administrative support to the network administrator. The incumbent manages the student information system as well as other significant systems and provides assistance in the overall success of new and existing technology projects.

EXAMPLES OF DUTIES

Perform a variety of responsible administrative duties in support of an assigned program or function.

Provide support for the Santee Citrix thin client environment, especially in the areas of school-to-home applications, user-interface and student accounts.

Provide direct support in converting manual processes to modern automated processes

Compile information from various sources for inclusion in departmental, district wide, county, state and federal records and reports (CSIS, R30, CELDT, etc.)

Prepare, acquire, deliver and evaluate technology training modules as needed to groups or individuals within the Technology Department as well as end-users at schools and offices.

Respond to inquiries and provide information concerning policies, procedures, standards, rules and regulations related to assigned program or function

Works with and assists SDCOE, school site and district office staff with the design of appropriate computer systems

Tests proposed new systems for overall suitability

Assists with file conversions) imports and exports as new systems are implemented.

Implements SI F (System Interoperability Framework) to allow related systems to communicate changes seamlessly.

ADMINISTRATIVE AND INSTRUCTIONAL SYSTEMS ANALYST- Page 2

EXAMPLES OF DUTIES – continued

Development, implementation and maintenance of instructional and/or administrative software applications including the creation of object reports, active Directory scripting, Java, etc.

Schedule, plan, staff and manage processes required for periodic system updates, such as new school year, trimester grading, year-end backup, system roll-over, etc. This applies specifically to the student information system, assessment system, accelerated Reader and Math, Follett Library and others.

Manage data security and integrity and certify accurate data exchanges to external and internal agencies. This applies to CSIS, CELDT, R30, STAR, etc.

Provide parent portal support for improved home to school communication. This applies to Web, Citrix user interfaces, parental and student access to SIS; etc.

Maintains responsibility of, and provides guidance and oversight for the Santee School District's primary web site, and supports departmental and site web authors as needed including front-end integration and database interfaces.

Converts submitted materials to web document or database systems

Creates and monitors user surveys and questionnaires

Makes changes to system configurations and menus to add new features to the system (when possible)

May act as a backup to the Network Administrator

Provide support to the Network Administrator

Performs related duties as assigned

QUALIFICATIONS GUIDE

Knowledge of:

Analysis, design, maintenance and implementation of sophisticated computer systems

Ability to use and support mission critical, district-wide applications

Modern office practices, procedures and equipment

Correct English usage, spelling, grammar and punctuation

Financial and statistical record keeping techniques

Oral and written communication skills

Thorough (expert) knowledge of word processing, database, spreadsheet, and desktop publishing techniques and application installation in complex network environments.

Knowledge of customer service practices and principles

Knowledge of common configuration and troubleshoot techniques

Knowledge of systems interface design

Knowledge of system implementation and evaluation

Database design and computer programming,

Ability to effectively communicate with all levels of staff

Knowledge of the practices, procedures, resources and applications on the Internet
HTML (Hyper Text Mark-up Language) and/or other adopted web authoring tools

ADMINISTRATIVE AND INSTRUCTIONAL SYSTEMS ANALYST – Page 3

QUALIFICATIONS GUIDE – continued

Knowledge of - continued:

- Windows operating environments
- Online text based and graphical interfaces

Ability to:

- Perform responsible administrative duties for the administrator of an assigned program or function
- Interpret, apply and explain rules, regulations, policies and procedures related to the assignment
- Communicate effectively both orally and in writing
- Troubleshoot, analyze and resolve problems
- Construct and create links on homepage and manage and maintain system
- Add and/or delete information on network storage devices
- Create and modify graphic designs
- Edit databases, web pages, and other forms of electronic information
- Work with a variety of computers and peripherals
- Compose data and supporting materials
- Make presentations using appropriate technology
- Establish effective working relationships with technical staff and all levels of SDCOE, school site and district office staff
- Establish effective working relationships with technical staff and all levels of Santee School District staff
- Read and understand technical writing and high-level technical dialog.

License

Completion of appropriate Industry certifications and/or training needed to support specified applications.

Training and Experience:

Training and experience sufficient to demonstrate possession of the minimum qualifications detailed above. Typical qualifying experience would include: Education equivalent to a Bachelor's degree in computer science, information systems, Education-Technology or related, training or experience, which demonstrates possession of the knowledge and abilities, detailed above.

ADMINISTRATIVE AND INSTRUCTIONAL SYSTEMS ANALYST – Page 4

Training and Experience – continued:

An example of typical qualifying experience would include: hands-on use of computer, peripheral, and network component use for software installation; and work experience including a minimum of three-years of work experience developing and maintaining higher-level administrative or instructional software, implementation of one or more major systems, web homepage development, Windows operating systems, online text based and graphical interfaces, computer graphic and network hardware and software. Customer service experience providing primary user help-desk support for a major application, acting as a resource for problem identification and resolution concerning microcomputer equipment and applications, and configuring and installing microcomputer equipment, applications and peripherals in a LAN/WAN network environment.

Working Conditions:

Office environment and schools. Shift may vary to allow computer configurations when users are not on the system. Some noise and temperature variations from computer equipment and adjacent offices. Physical ability to sit and concentrate for extended periods.

Characteristics:

Honesty; industry; initiative; dependability; and good judgment in conjunction with position duties; loyalty, desire to serve, and other related qualities. Sufficient stamina, dexterity, mobility, flexibility to: work evenings or weekends, as necessary, operate a variety of equipment; travel from site to site and move to various work locations. Sufficient hearing and speech to comprehend office conversation and to communicate orally in a clear, understandable manner. Work is performed in various locations, including on-site at schools and an office environment.

Mental Functions:

Ability to: think logically and analytically; and concentrate for long periods of time; comprehend technical concepts and complex applications; coordinate several projects simultaneously, work in a dynamic environment where excellent customer service is emphasized, exercise creativity, persistence and patience in problem resolution; and make concepts understandable to users.