



CLASSIFIED
Job Classification Description
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION
APPROVED MOTION NO. 22-2022/23
DOCUMENT NO. 10-2022/23
DATED 10/19/2022

INFORMATION SYSTEMS SPECIALIST II

DEPARTMENT/SITE: Information Technology
and Support Services

REPORTS TO: Information Technology
Supervisor

SALARY SCHEDULE: Classified Bargaining Unit

SALARY RANGE: 38

WORK CALENDAR: 261 Days

FLSA: Non-Exempt

PURPOSE STATEMENT:

Under supervision of the Information Technology Supervisor, the job of Information Systems Specialists II is to provide professional technical support to department and school site users as well as parents and students to support the educational process. Duties include maintenance and implementation of software platforms throughout the district, helpdesk call and ticketing systems, advanced diagnostic support on computer and network hardware, basic scripting and querying in SQL or application layer languages and serving as a primary technical liaison in District-wide projects. The incumbents in this classification provide the school community with user support for technology hardware and software, which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS

This is the third level in the Information Systems Series. The Information Systems Specialist II is at an advanced level and implements/maintains cloud-based software or platforms; runs queries in SQL or application layer languages against a variety of student and personnel data.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Acts as the primary liaison between Information Technology and other departments or school sites to facilitate the implementation, maintenance, and/or support of new software platforms as assigned.
- Collaborates with a variety of internal and external parties (e.g., District personnel, vendors) for the purpose of implementing and/or maintaining services.
- Compiles data from a wide variety of sources (e.g., attendance, enrollment counts, and student information) for preparing reports.
- Creates, maintains, and troubleshoots a variety of application layer integrations in cloud software or internal systems (e.g., digital curriculum, data platforms, SIS) to identify and resolve operational issues and restore services.
- Creates, maintains, and troubleshoots application layer components of the Student Information System (e.g., bell schedules, ADA reporting, registration).
- Creates, troubleshoots, and runs queries in SQL or application layer languages against a variety of data (e.g., student data, personnel data) for providing requested information and/or evaluating the accuracy of the data).
- Participates in meetings (e.g., school site, departmental) for the purpose of providing and/or gathering

information.

- Prepares a variety of materials (e.g., training documents, video tutorials, procedures for new and existing software) for communicating information to appropriate parties.
- Responds to support inquiries and/or other requests (e.g., staff, administrators, school site personnel) for providing technical assistance, advice, and support of the Student Information System.
- Responsible for reviewing the District help desk inquiries (e.g., students, teachers, District personnel) and project management systems to facilitate timely completion of all requests and assigned tasks.
- Tests application software for ensuring that product matches defined requirements and expected functionality.
- Trains and participates in the creation of training material for teachers, administrators, staff, etc. for ensuring their ability to use new and/or existing electronic equipment, operating systems and application software.
- Troubleshoots cloud-based software or platforms (e.g., productivity suites, digital curriculum, data platforms, SIS.) as well as hardware and other software for identifying and resolving operational issues and restoring services.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS. AND ABILITIES

(At time of application)

Knowledge of:

- English language, grammar, spelling, and punctuation
- Oral and written communication skills
- Interpersonal skills using tact, patience, and courtesy
- Written documentation following prescribed formats and presentation of information to others
- Practical problem-solving techniques
- Advanced technical aspects-of computer hardware/software and the electronic components attached or found within including the corresponding terminology
- Cloud-based software as a service platform (GSuite, O365, etc.) as well as Student Information Systems, SSO and Digital Curriculum rostering platforms
- Basic scripting and SQL or application layer queries

Skills and Abilities to:

- Reason at the level of algebra and/or geometry.
- Perform multiple technical tasks with a need to periodically upgrade skills in order to meet changing job conditions
- Adhere to safety practices
- Learn and support District organization, operations, policies, objectives, and goals
- Operate computer equipment and related peripherals
- Follow and adhere to plans and timelines of various projects planned by the department
- Install and maintain electronic equipment
- Schedule activities and/or meetings
- Gather and/or collate data and consider a number of factors when using equipment.
- Be flexible to work successfully with others in a wide variety of circumstances
- Work with data utilizing defined and similar processes
- Operate equipment using a variety of standardized methods
- Work with a diversity of individuals and/or groups; work with similar types of data
- Utilize a variety of types of job- related equipment

- Read, understand, and apply information from technical manuals or documentation
- Document clearly and concisely in writing, the steps used to troubleshoot and solve hardware or software-related issues
- Follow both oral and written directions effectively
- Communicate with users and outside contacts in a professional manner using patience, courtesy, and empathy to provide customer satisfaction
- Communicate technical information to non-technical users
- Problem-solve with data, which requires independent interpretation of guidelines and problem solving with the specific ability to perform the functions of the job
- Set priorities, meet deadlines and schedules, and work with frequent interruptions
- Apply integrity and trust in all situations
- Work with, and learn from, team and project mentors
- Present a positive image of Madera Unified School District

RESPONSIBILITY:

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

JOB QUALIFICATIONS / REQUIREMENTS:

(At time of application and in addition to the Knowledge, Skills, and Abilities listed above.)

EDUCATION REQUIRED:

High School diploma or equivalent.

EXPERIENCE REQUIRED:

A combination of education and experience equivalent to three (3) years of full-time experience in computer hardware/software user support environment and/or IT helpdesk work.

LICENSE(S) REQUIRED:

- Valid, current California Driver's License to drive personal vehicle to various sites in the District to provide technology user support services

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
 - Criminal Justice and FBI Fingerprint Clearance
 - Negative TB test result plus periodic post-employment retest as required (currently every four years)
 - Pre-employment physical exam A through District's provider

WORK ENVIRONMENT / PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

- Work is primarily indoors and occasionally requires sitting for extended periods
- Lift and move equipment and other objects weighing up to 50 pounds
- Dexterity of hands and fingers to operate hand tools, a computer keyboard, and other office equipment and to maintain paper files and documents
- Use hands and fingers to grasp, hold, and manipulate objects

- Kneeling, bending at the waist, sitting, squatting, crawling, stretching, and reaching overhead, above the shoulders and horizontally to place equipment and wiring and retrieve and store files and supplies
- Climb ladders
- Hearing and speaking to exchange information in person or on the telephone
- Visual acuity to see/read documents and computer screen
- Frequent operation of a personal vehicle, and occasional operation of a District vehicle, to travel within and outside the district for meetings, training sessions and assisting staff at school sites
- Exposure to intermittent noise and interruptions typical of a school environment
- Potential for contact with blood-borne pathogens and communicable diseases