



## **Job Description for Data & Technology Support Specialist**

<b>Position/Title:</b>	Data & Technology Support Specialist
<b>Department:</b>	Technology
<b>Reports to:</b>	Technology Director
<b>Work Location:</b>	CCRESA Administration Building
<b>Work Schedule:</b>	260-day calendar
<b>Salary:</b>	Technology Specialist Scale

### **Position Summary**

The Data & Technology Support Specialist will focus on supporting the district's data management systems, including Infinite Campus Student Information System (SIS) support, Illuminate support, data reporting, and pupil accounting. This position also assists on a limited basis with basic computer and application troubleshooting, training & support.

### **Essential Duties and Responsibilities**

- Coordinate Illuminate data warehouse data loading activities, including extracting, proofing, importing, error checking, and maintaining data imported from county student information systems (SISs). Collaborate JRXML (BI) reporting with instructional services.
- Collect/extract, proof, and submit state and federal student data collections including CEPI MSDS, Civil Rights Data Collection, and desk & field audits.
- Scripting, job automation, and extract/transform/load (ETL) projects.
- Coordinate Clinton County Infinite Campus Consortium (CICC). This includes user account setup and troubleshooting. Answer Infinite Campus and Illuminate phone and e-mail questions from CCRESA and local district staff.
- Escalate support cases (trouble tickets) to IC Support as necessary and actively monitor for resolution.
- Review upcoming IC software releases (usually monthly). Attend IC software release-related webinars. Assess impact of upcoming IC software release changes on CEPI MSDS data submissions and Illuminate data warehouse daily imports. Communicate IC software release changes to CICC members and request/follow up on release installation.
- Represent CCRESA at various meetings as needed.
- Maintain competency in all activities above by attending training and conferences such as those offered by IC, MICUG, Illuminate, and MPAAA.
- Manage and execute school closure messages.

- Conduct one-on-one and small group training sessions as needed.
- Assist with activities to integrate data flow between diverse applications.
- Create and maintain support tickets using the Help Desk software and answer the Help Desk phone.

### **Occasional Computer Support Duties and Responsibilities**

- Install, troubleshoot, and maintain district computers, printers, and peripherals.
- Provide basic operating system and application support for end users on common software platforms that are used in the county.
- Provide basic network support to troubleshoot network related problems and escalate as appropriate.
- Support instructional technology and multimedia equipment including interactive whiteboards, document cameras and data projectors.
- Assist with the tracking and inventory of technical assets.
- Regular attendance.

***The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all job duties that may be performed by such a person.***

### **Supervisory Responsibilities**

Not Applicable

### **Qualifications**

Bachelor's degree with related coursework (or equivalent combination of education and experience) is desired. A degree with an emphasis in information systems, project management, technology or administration is desired.

### **Experience**

Three to five years of experience in technology. Previous work experience in a Michigan school district desired.

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

Ability to effectively manage multiple responsibilities, prioritize and execute tasks and meet deadlines in a high-pressure environment. Ability to establish and maintain effective working relationships with those contacted in the course of work including a variety of district staff, constituent district staff, community groups and vendors. Extensive experience working in a team-oriented, collaborative environment. High degree of problem-solving skills to analyze, plan and develop solutions for multiple technically complex problems. Excellent written and verbal communication skills on a one-to-one basis, and with groups, including providing technical information in non-technical terms.

### **Physical Demands**

1. Must be able to remain in a stationary position 50% of the time.
2. Occasionally positions self to maintain files in file cabinets.
3. Occasionally positions self to maintain files on shelves

**Work Environment**

Normal office environment. It is also anticipated that some stress will be associated with this position primarily due to deadlines and irregular workflow. It is necessary that the individual have the capacity to remain calm, considerate, and tactful.

**Position Type/Expected Hours of Work**

Some flexibility in hours is allowed, but employee is generally expected to work 5 days at the CCRESA Office/Local Constituent Districts/at a location that compliments the type of work completed and facilitates services per week, 7.5 hours per day and be available during the core work hours of 9:30 a.m. to 3:30 p.m. (lunch hour permitted). Deviations to the generally expected schedule is allowed if approved in advance by the supervisor. Occasional evening and weekend work may be required as job duties demand.

**Travel**

The employee will be expected to travel between the school districts in Clinton County and to other Michigan Intermediate School Districts on occasion.