

PARSIPPANY-TROY HILLS TOWNSHIP SCHOOLS

JOB DESCRIPTION

- TITLE:** Information Systems Support Specialist
- REPORTS TO:** Manager of Information Systems – Operations
- JOB GOAL:** The Information Systems Support Specialist will provide daily support for all facets of the district's student information systems. This person will assist in maintaining and enhancing the district's administrative data systems, technology usage and reporting needs. The Information Systems Support Specialist will also provide back-up support for the Manager of Information Systems-Operations.
- QUALIFICATIONS:**
- Familiar with relational database structures, and able to create and maintain a variety of database reports. Experience with reporting software and SQL queries
 - Well-rounded technology background. Experience with PC and MAC
 - Must be able to interface with and provide support for district systems users. Can read and interpret technical manuals.
 - Strong work ethic. Keen analytical skills with the ability to independently identify, analyze and troubleshoot data and systems errors
 - Expert knowledge of Excel.
 - Excellent organizational, interpersonal, writing, and communication skills; attention to detail is critical.
 - Maintain procedural knowledge of state and federal guidelines for data reporting and submissions.

PERFORMANCE RESPONSIBILITIES:

1. Perform Systems Analysis, System Administration, Security Administration, act as Vendor Liaison, Data Steward.
2. Participate in professional development and technical training as necessary to maintain and upgrade skills.

3. To assist in maintaining and enhancing the district's administrative data systems and technology usage.
4. Independently identify, analyze, and troubleshoot data and systems errors. Collaborate with district-wide staff. Handle multiple projects, and meet deadlines. Ensure quick and accurate customer satisfaction.
5. Use expert knowledge of Excel to create pivot tables and spreadsheets for staff to utilize and analyze data. Work with software packages to develop reports and data extracts.
6. Develop full understanding of the, District Information Systems usage and procedures. Work with interfaces and peripheral software/application systems.
7. Maintain confidentiality with discretion of sensitive information.
8. Assist in providing technical support and training to end-users
9. Perform such other duties that may be assigned.

Approved: January 22, 2015

Revised: June 14, 2018