GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: STUDENT INFORMATION ADMINISTRATOR II - PARENT ASSISTANT STUDENT INFORMATION DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, serves as a lead-worker performing specialized technical and administrative work in the support, operation and coordination of the computerized Parent Assistant Module (PAM) working in coordination with NCWISE for Guilford County Schools. Work involves coordination between NC Department of Public Instruction (DPI), the district, schools and parents ensuring the district's compliance with data integrity and security related to student information. Work involves assisting school-based personnel and parents in the use of the parent assistant application, including instruction, problem and data analysis and help desk services. Employee participates in development projects and assists to ensure work flow and standard quality levels are met with respect to supporting all parent assistant and student information system projects. Employee must exercise considerable tact and courtesy in frequent contact with school officials, parents, fellow employees, and subordinate employees.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Serves as lead-worker supporting various parent assistant and student information system projects.

Assists with ensuring district's program is consistent with state and federally mandated privacy laws.

Works with principals or other system level personnel to coordinate integration and availability of parent assistant using the student information system data.

Uses special reporting software to produce district level reports to analyze student information data. Participates in long-range planning for the parent assistant module needs of LEA.

Assists in scheduling and coordinating the roll out of the parent assistant application and any related electronic files

Assists school-based personnel in implementing standards and operating procedures established for management of parent assistant.

Assists in providing instruction and disseminating information to Principals and other school administrators regarding student information requirements for the operation of the parent assistant module.

Collects data from individual school sites, consolidates and creates summary databases/reports on the central computer system or personal computer.

Uses common software packages (word processing, spreadsheet) to produce additional reports.

Provides first-level support to all school-based personnel in the use of the computerized parent assistant module, handles complex system errors or malfunctions, and provides expertise in non-routine situations.

Provides assistance in all areas of parent assistant and all student information related to the operation of parent assistant; including attendance reporting, grade reporting, demographics, scheduling, etc.

Works directly with school personnel in the use of student information management system as related to parent assistant including training and data analysis.

Troubleshoots operational and software problems, determines cause of error or stoppage, applies corrective techniques in cases where the problem is application related or refers problem to technical support staff.

Answers telephone, provides immediate assistance if possible, refers call to appropriate person or researches solution. Provide immediate assistance to parent assistant users and all district personnel by email or phone.

Provides assistance to users with the utilization of available hardware and software.

Offers training for school based personnel in the use of the parent assistant module and student information management system as related.

Audits school data for compliance with state standards.

Assists in establishing and enforcing standards, policies and procedures for the student information management system as they pertain to parent assistant.

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ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Graduation from high school supplemented by specialized course work in the area of technology, and 1 to 2 years of experience in the use of NCWise; or any equivalent combination of training and experience which provides the required skills, knowledge, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment and tools including computers, scanners, typewriters, computer software, etc. Must be able to exert up to 30 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Light Work usually requires walking or standing to a significant degree. However, if the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, technical manuals, reports, forms, lists, etc. Requires the ability to prepare reports, forms, instructions, etc. using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer and personnel terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the theories of algebra and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the student information management system used by the school system, operating procedures, related components, capabilities, limitations and system requirements.

Considerable knowledge of DPI standards, student accounting procedures and regulations, and state and local requirements as they apply to student information as its reporting.

Considerable knowledge of other student information software packages.

Working knowledge of data maintained in student data warehouse and specialized reporting software.

Working knowledge of windows and other common computer operating systems.

Working knowledge of networking concepts.

Working knowledge of computer hardware and common software applications.

General knowledge of the central computer system and of job control commands used.

Ability to install and setup software packages that meet the needs of users.

Ability to systematically determine the source of computer problems and take action.

Ability to train users on the use of available hardware and software.

Ability to translate user requirements into effective program designs and reports.

Ability to evaluate software applications and to make recommendations.

Ability to develop clear, effective instructions for users.

Ability to design, develop and schedule processing to ensure efficient use of equipment.

Ability to communicate effectively both orally and in writing.

Ability to maintain complete and accurate records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.

GCS, 6/2010