

INFORMATION RESOURCES SUPPORT ASSISTANT

DEFINITION

Provides technical-clerical support services to schools and offices regarding retrieval and interpretation of student and school data, collects and validates such data, and generates corresponding reports.

TYPICAL DUTIES

- Ensures student and school data integrity by validating source documents, interpreting coded information, identifying and correcting errors and miscalculations.
- Explains student information system procedures and applications for accessing, extracting, receiving, and interpreting online reports, files, and District publications to consultants and school and office personnel.
- Collects, codes, and inputs data collected from source documents such as District surveys into information systems.
- Applies pertinent State and federal laws and District policies and procedures in reporting student and school information.
- Generates mandated and informational reports at the request of the administration to be submitted to County, State, and federal agencies concerning student, staff, and school data on topics such as enrollment figures, classroom size, graduation and dropout rates, enrollment and attendance dates, and teacher qualifications and assignments.
- Evaluates and tests online forms during software development to assess program functionality, identify program errors, and make recommendations to computer programming personnel for improvement.
- Retrieves student records and validates and certifies accurate student data.
- Writes and edits user manuals, operational procedures, newsletters, and related materials.
- Verifies the accuracy of student and school assessment data and reports in District data systems.
- Creates and maintains databases, files, and other records pertinent to student and school information sources.
- Contacts District offices and surrounding school districts to obtain and clarify student and school information.
- Maintains, extracts, and imports student and school information into databases.
- Provides prompt and accurate information to District staff, school personnel, and parents on the telephone or in-person.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Information Resources Support Assistant applies knowledge of pertinent laws, rules, and procedures in the preparation and processing of District-wide student and school data.

The IT Customer Support Representative receives telephone calls, faxes, electronic mail, and chat requests from school and office personnel requesting technical support regarding computer software and hardware problems and electronic/computer equipment repair, replacement, and maintenance or provide other Information Technology Division applications support.

SUPERVISION

General supervision is received from a supervisory or administrative employee. Work direction may be exercised over clerical employees.

CLASS QUALIFICATIONS

Knowledge of:

- English usage, grammar, punctuation, spelling, and vocabulary
- Best customer service practices
- Data processing codes and procedures to compile student and school reports from student information systems
- Sources of information needed to verify and correct student and school related documents
- State and federal laws and District policies relative to reporting student and school Information
- Student Information Systems, MiSiS, Data Management and Reporting Systems
- Microsoft Office Suites
- Basic arithmetic

Ability to:

- Speak clearly and communicate effectively
- Recognize, evaluate, and explain problems related to student and school data processing
- Interpret and present technical concepts clearly and concisely, both orally and in writing
- Remain calm and pleasant and work effectively under the pressure of a heavy workload with frequent interruption
- Input data accurately
- Compile, analyze, and compute data accurately
- Establish and maintain rapport with District personnel and customers

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in business communications, computer technology or computer applications.

Experience:

Two years of experience entering, reporting, and interpreting student and school information data. Completion of 60 semester units or 90 quarter units from a recognized college or university may substitute for one year of the required experience.

Special:

A valid driver's license to legally operate a motor vehicle in the State of California and the availability of private transportation, or the ability to utilize an alternative method of transportation may be required for some positions.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
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