VISTA UNIFIED SCHOOL DISTRICT
INFORMATION SYSTEMS SUPPORT SPECIALIST

Purpose Statement

The purpose of an Information Systems Support Specialist is to maintain the district’s information systems; train and support personnel in the operation and maintenance of information system software functions and reporting; analyze problems and issues related to information systems and related software; produce a wide variety of statistical reports.

This job reports to the Director of Information Technology.

Essential Functions

- Analyzes applications, systems, and user requirements (e.g., data sources, input requirements, reporting capabilities, data analysis, error and anomaly reports, etc.) for the purpose of creating and enhancing specialized programs and systems.
- Attends and participates in meetings, workshops, and seminars for the purpose of conveying and/or gathering information required to perform functions.
- Collaborates with internal and external personnel for the purpose of conveying and/or gathering information required to perform job functions, implementing and maintaining services, providing technical assistance and support, and providing information and/or direction regarding information systems and services.
- Communicates with administrators, staff, and vendors for the purpose of implementing and maintaining services and programs, coordinating activities, resolving issues and conflicts, and exchanging information.
- Creates and schedules a variety of standardized and customized reports on a schedule or ad hoc basis for the purpose of producing state, federal, and district mandated reports and distributing to appropriate parties in an efficient and timely manner.
- Designs reporting options, workarounds, and/or database applications for the purpose of supporting internal district requests and requirements.
- Develops and prepares user materials (e.g., queries, procedures, requirements, standardized and customized reports, etc.) for the purpose of providing instruction and reference.
- Identifies issues related to information systems and software applications for the purpose of providing solutions to processing issues.
- Implements new software and system applications (e.g., parent on-line registration, course requests, state testing software, etc.) for the purpose of addressing organizational needs and providing operational capabilities to users.
- Inputs data into information systems and ancillary programs for the purpose of ensuring availability and accuracy of data in compliance with established guidelines and mandated requirements.
- Maintains information systems (e.g., adds or updates data, enhancements, data source changes, adds additional functionality, etc.) for the purpose of providing production support and ensuring the ongoing availability of information needed to meet mandated requirements.
- Oversees assigned projects and/or program components for the purpose of ensuring the availability of information and/or materials and delivering services in compliance with established guidelines and mandated requirements.
- Prepares and maintains a variety of manual and electronic documents, files, and reports (e.g., procedures, documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.
Provides end user support and training on the use of information systems and ancillary programs (e.g., new applications, upgrades, updates, report production, file printouts, labels, query functions, data exports, protocols, acceptable use policies, etc.) for the purpose of ensuring proper and efficient use of district technology and compliance with district policies.

Serves as a technical resource for the purpose of providing information and/or support regarding active or planned projects.

Troubleshoots application software (e.g., identifies software flaws or errors, requests support from vendor for issues and enhancements, etc.) for the purpose of determining user training needs, resolving operational issues, and restoring services.

Other Functions

Tests and/or monitors the testing of developed application software for the purpose of ensuring that product matches defined requirements and expected functionality.

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge, and Abilities

SKILLS are required to perform multiple, technical tasks with a need to routinely upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include:

- adhering to safety practices;
- applying job-related codes, regulations, and laws;
- interpersonal skills using tact, patience, and courtesy;
- operating standard office equipment including utilizing pertinent software applications and office technology;
- overseeing project groups;
- planning and managing projects;
- preparing and maintaining accurate records;
- reading entity-relationship diagrams;
- using Microsoft Office software applications and Google based platforms;
- using pertinent software applications.

KNOWLEDGE is required to perform math including algebra and/or geometry; read technical information; compose a variety of documents; facilitate group discussions and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include:

- basic training principles;
- business telephone and email etiquette;
- concepts of grammar, spelling, and punctuation;
- database theory;
- interpersonal skills using tact, patience, and courtesy;
- job-related codes/laws/rules/regulations/policies;
- methods and techniques of process and data modeling;
- modern office practices and procedures;
- office equipment and technology;
- principles, practices, and methods of documentation;
- project management;
- recordkeeping and record retention practices;
- relational database management;
- safe driving practices;
- safety practices and procedures;
- system design.
ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a wide variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include:

- accuracy and attention to detail;
- adapting to changing priorities;
- analyzing issues and determining an appropriate course of action;
- communicating with diverse groups and individuals;
- displaying tact and courtesy;
- establishing and maintaining effective working relationships with others;
- maintaining confidentiality;
- meeting deadlines and schedules;
- multitasking;
- operating motor vehicles;
- planning and organizing work;
- preparing accurate records;
- providing customer service;
- reading, interpreting, explaining, and following laws, rules, regulations, policies, and procedures;
- setting priorities;
- understanding and following oral and written directions;
- working as part of a team;
- working with detailed information/data;
- working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; 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 significant impact on the organization’s services.

Work Environment

The usual and customary methods of performing the job’s functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience:  
Job related experience within a specialized field with increasing levels of responsibility is required.

Education:  
High school diploma or equivalent.

Equivalency:  
Graduation from high school or equivalent and three years of progressively responsible experience in the maintenance of complex software systems.

Retention:  
In accordance with Education Code 45301, an employee appointed to this class must serve a probationary period of one hundred thirty (130) days of paid regular service (excluding days absent for illness or injury) during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

Certificates and Licenses

Information Systems Support Specialist
For those candidates who meet the minimum qualifications, the assessment process will consist of any one or more of the following: Screening for most qualified candidates, Training and Experience Evaluation, a Written Test, a Performance Test, and/or a Qualifications Appraisal Interview.

Valid California Class C Driver License.

**Continuing Educ. / Training**

**Clearances**

- Fingerprint and Background Clearance
- Drug Test
- Tuberculosis Clearance

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| Revised: 02/09/2016
| Revised: 09/10/2019 |