



---

## STUDENT INFORMATION SYSTEMS SUPPORT REPRESENTATIVE I, II & III

### **BASIC FUNCTION**

Under general supervision, perform a variety of duties in support of the district's student information systems' (SIS); maintain and administer enterprise systems directly related to student information to support the collection of student data and prepare reports relative to student enrollment, attendance, grading, class coding, scheduling, transcripts, course credits, matriculation and other related information; resolve user system and data issues and provide user training and assistance in support of student data collection and reporting.

### **REPRESENTATIVE DUTIES:**

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Respond to requests from users for a variety of student information system support needs and troubleshoot reported problems related to student database information; document and resolve requests for service and status; escalate issues as necessary to the appropriate staff or vendor. "E"
- Provide technical assistance, training materials, reference guides, reminders and other documentation to district and school staff to ensure schools maintain student data in accordance with local, state, federal laws, codes, policies, guidelines and rules and handling all student data reporting needs. "E"
- Run processes, audits and support users to perform system data updates such as student enrollment and pre-enrollment procedures, graduation requirements, course codes or scheduling; runs standard reports and compile information for processing grades, student attendance reports, transcripts or program components in areas such as compliance, student dropouts or graduation rates. "E"
- Correct or modify issues identified by schools, or other district departments such as duplicate records or incorrect program or demographic codes; may enter or correct data on behalf and in support of school personnel. "E"
- Generate requested fields, conduct audits, implement and configure updates and maintain separate databases as necessary to support the need for a variety of specialized local, federal and state required reports and to facilitate the dissemination of student information to best meet district users and district's needs. "E"
- Create and maintain user accounts, security roles and permissions in Student Information System, for internal users, district partners and other district users; modify accounts as needed to reflect new roles, location moves, system capabilities or other changes. "E"
- Create and/or review SIS communications through a variety of media; create and deliver training curriculum and demonstrations, quick reference guides and other materials for group training as well as one-on-one support in person and over the phone; update internal web site pages as directed. "E"
- Assist with, develop, revise and follow processes and procedures, standards and guidelines relating to district's SIS, system setup and district integration of information; confirm updates, run test scripts, assist with overall system functionality and coordinate the implementation of software upgrades, system revisions, determine system responsiveness to new or altered reporting formats; recommend system enhancements as appropriate. "E"

- Attend and participate in meetings, conferences, and seminars relevant to new developments in student information systems data collection and distribution. “E”
- Demonstrate a commitment to the Portland Public Schools Equity Initiative by developing a thorough knowledge and application of the district Racial Educational Equity Policy, Equity in Public Purchasing and Contracting and other board policies; participate in staff development, in-services and trainings related to diversity, equity and inclusion in the workplace and in K – 12 education; model appropriate behaviors; develop, recommend and implement improvements to educational and business practices with awareness and understanding of their impact in a racially and culturally diverse community. “E”
- Collaborate with colleagues and on cross-functional district teams to participate in coordinating the planning, implementation and maintenance of computerized student information systems throughout the district. “E”
- Some levels in this classification may serve in a lead role, providing work direction and guidance.
- Perform related duties as assigned.

*Note: At the end of some of the duty statements, there is an italicized “E”, which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

### **DISTINGUISHING CHARACTERISTICS OF THE CLASS**

All classifications in this series are responsible for assuring the overall functionality of the District student information system. All levels within this series review site-generated data, run configuration tests, processes, and support users to assure system is used and able to be used to greatest capacity. The levels are differentiated by the scope of work performed, the levels of complexity and leadership in developing and generating trainings, processes and procedures, and input into cross-functional teams and activities related to system support and functionality.

The Student Information Systems Support Representative I is the entry-level classification in the SIS Support series and serves as a bridge classification between school SIS data entry and maintenance personnel and central office support positions. Employees in this classification provide basic, routine, support service through the centralized SIS ticket system and via email contact. Upon successful completion of not less than one (1) year of active participation learning system support functionality, following defined processes and procedures, troubleshooting and problem-solving system issues and observing/participating in user training, employees in this classification who have gained sufficient knowledge of the broader scope of more complex elements of the professional level, may advance, with the confirmation of duties and recommendation of department leadership, to the Student Information Systems Support Representative II classification.

The Student Information Systems Support Representative II is the professional-level classification in the SIS Support series. Employees in this classification follow defined processes and procedures to gather and disseminate student data and test software in support of system functionality and customized reporting. Employees in this classification share knowledge and expertise regarding failures and fixes and participate in developing training and related documentation for system users.

The Student Information Systems Support Representative III is the advanced-level classification in the series. Employees in this classification lead and/or collaborate with IT team members to develop test scripts, processes, procedures and timelines, as well as resolve technical support problems escalated beyond the expertise of entry and professional-level SIS support staff. Employees map out, create and present formal and hands-on training to develop and enhance the expertise of entry- and professional- level staff and district users and may serve in a lead role, providing work direction and guidance to SIS support staff.

This classification series differs from other Information Technology classifications by its exclusive focus on student information systems. Incumbents specialize and focus exclusively on the operations of the school and data-reporting system requirements and how technology is used in school environments so that the software can be configured to best meet the student information tracking and reporting requirements.

## **EMPLOYMENT STANDARDS:**

### Knowledge of:

Data collection, maintenance and reporting requirements of assigned student information systems.  
Database tables development in software such as Synergy, SASI, ESIS, Microsoft Access, Excel, or similar software.  
Microsoft Office Suite or similar database, presentation, word processing, publishing and spreadsheet software.  
Record keeping techniques.  
Laws, codes, regulations, policies and procedures related to disclosing student information.  
Effective customer service skills using tact, patience and courtesy.  
Oral and written communication skills.  
Telephone techniques and etiquette.  
Correct English usage, grammar, spelling, punctuation and vocabulary.

### Ability to:

Provide technical assistance to student information system users.  
Develop tables and spreadsheets to accurately collect and report student data.  
Assure data reporting is completed in an accurate and timely manner.  
Learn and use a variety of student and employee software systems.  
Maintain current knowledge of SIS software upgrades, usage, and data manipulation techniques.  
Advocate, model, learn and implement Portland Public School's Racial Equity Initiative.  
Communicate technical concepts and procedures to a variety of technical and non-technical audiences.  
Prepare, collect, maintain and report data using a variety of assigned student information system.  
Prioritize work and meet schedules and timelines.  
Read and apply policies and procedures.  
Serve as resource and provide procedural assistance related to student information systems.  
Troubleshoot and problem-solve SIS software issues.  
Ensure security of sensitive data.  
Participate in, develop and provide user training.  
Communicate effectively both orally and in writing.  
Work under pressure and tight deadlines.  
Work independently with little direction.  
Establish and maintain cooperative and effective working relationships with others.  
Operate a variety of technologies, computer equipment and various software programs.

## **Education, Training and Experience:**

Both the Student Information System Support Representative I and II classifications education, training and experience is typically obtained through the completion of the equivalent to graduation from high school, supplemented by college-level coursework in Information Technology, Computer Science, or a closely related field and the following:

The Student Information System Support Representative I education is typically obtained through completion of the equivalent to graduation from high school, supplemented by college-level coursework in Information Technology, Computer Science, or a closely related field and requires two (2) years of direct experience inputting information into databases, running database reports and creating simple databases and spreadsheets, using utilizing a Student Information System such as Synergy™, ESIS™, SASI™, or Microsoft™ Access and Excel, or similar software or one (1) year of PPS school site experience performing data entry and generating reports with Synergy™ student information systems is required.

The Student Information System Support Representative II education is typically obtained through completion of the equivalent to graduation from high school, supplemented by college-level coursework in Information Technology, Computer Science, or a closely related field and requires a minimum of three (3) years of experience working with Student Information Systems, such as Synergy, SASI, or similar system, generating

reports, troubleshooting and resolving complex issues, developing tables, and training users on systems functionality, or one (1) year of experience as a Student Information System Support Representative I with Portland Public Schools.

The education training and experience for the Student Information System Support Representative III classification is typically obtained through the completion of an Associate's Degree in Information Technology, Computer Science, or a closely related field and a minimum of three (3) years of experience providing highly complex and difficult technical support and expertise in support of Synergy™ Student Information Systems, including analyzing and implementing data solutions related to data warehousing, validation, access, security and integrity of student information, troubleshooting and resolving complex issues, developing sophisticated multi-level tables, and developing and presenting training and training manuals to users on systems functionality, or three (3) years of experience as a Student Information System Support Representative II with Portland Public Schools is required. Additional directly related, verifiable work experience may substitute for the Associate's degree on a year-for-year basis.

Experience working in a public K-12 school district or public agency serving and supporting a richly diverse community is highly desirable.

Any other combination of education, training and experience which demonstrates that the candidate is likely to possess the skill, knowledge, ability and trait characteristics essential for this classification may be considered.

Special Requirements:

Some positions in these classifications require the use of a personal automobile and possession of a valid driver's license.

**WORKING CONDITIONS**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.*

**Work Environment:** Work is performed primarily in a standard office environment and on school campuses with public contact and frequent interruptions.

**Hazards:** Potential conflict situations.

**Physical Demands:** Primary functions require sufficient physical ability and mobility to work in an office and school setting and to routinely drive to and from District facilities; dexterity of hands and fingers to operate a computer keyboard and office equipment; sitting, standing and walking for extended periods of time; occasional kneeling, bending at the waist; lifting, pushing, pulling and carrying office equipment, computers, laptops and peripheral equipment, supplies and materials weighing up to 10 pounds; repetitive hand movement and fine coordination to use a computer keyboard; hearing and speaking to exchange information in person and on the telephone; seeing to read, prepare and assure the accuracy of documents.

---

FLSA: Non-Exempt

Bargaining Unit: N/A

Salary Grade: SIS I-15; SIS II-20; SIS III-25

Approval Date: December 6, 2016

*Portland Public Schools recognizes the diversity and worth of all individuals and groups and their roles in society. The District is committed to equal opportunity and nondiscrimination in all its educational and employment activities. The District prohibits discrimination based on race; national or ethnic origin; color; sex; religion; age; sexual orientation; gender expression or identity; pregnancy; marital status; familial status; economic status or source of income; mental or physical disability or perceived disability; or military service.*

*Board of Education Policy 1.80.020-P*