



Job Description for Data Support Specialist

Position/Title:	Data Support Specialist
Department:	Technology
Reports to:	Technology Director
Work Location:	CCRESA Administration Building
Work Schedule:	260-day calendar
Salary:	\$35,000-\$45,000 based on experience

Position Summary

The Data Support Specialist is responsible for supporting the district's data management systems, including Infinite Campus Student Information System (SIS) support, Illuminate support, data reporting, and pupil accounting.

Essential Duties and Responsibilities

- Coordinate Illuminate data warehouse data loading activities, including extracting, proofing, importing, error checking, and maintaining data imported from county student information systems (SISs). Collaborate JRXML (BI) reporting with instructional services.
- Collect/extract, proof, and submit state and federal student data collections including CEPI MSDS, Civil Rights Data Collection, and desk & field audits.
- Scripting, job automation, and extract/transform/load (ETL) projects.
- Coordinate Clinton County Infinite Campus Consortium (CICC). This includes user account setup and troubleshooting. Answer Infinite Campus and Illuminate phone and e-mail questions from CCRESA and local district staff.
- Escalate support cases (trouble tickets) to IC Support as necessary and actively monitor for resolution.
- Review upcoming IC software releases (usually monthly). Attend IC software release-related webinars. Assess impact of upcoming IC software release changes on CEPI MSDS data submissions and Illuminate data warehouse daily imports. Communicate IC software release changes to CICC members and request/follow up on release installation.
- Represent CCRESA at various meetings as needed.
- Maintain competency in all activities above by attending training and conferences such as those offered by IC, MICUG, Illuminate, and MPAAA.

- Manage and execute school closure messages.
- Conduct one-on-one and small group training sessions as needed.
- Assist with activities to integrate data flow between diverse applications.
- Regular attendance.
- Other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all job duties that may be performed by such a person.

Supervisory Responsibilities

Not Applicable

Qualifications

Bachelor's degree with related coursework (or equivalent combination of education and experience) is desired. A degree with an emphasis in information systems, project management, technology or administration is desired.

Experience

Three to five years of experience in technology. Previous work experience in a Michigan school district desired.

Other Knowledge, Skills, and Abilities

Ability to effectively manage multiple responsibilities, prioritize and execute tasks and meet deadlines in a high-pressure environment. Ability to establish and maintain effective working relationships with those contacted in the course of work including a variety of district staff, constituent district staff, community groups and vendors. Extensive experience working in a team-oriented, collaborative environment. High degree of problem-solving skills to analyze, plan and develop solutions for multiple technically complex problems. Excellent written and verbal communication skills on a one-to-one basis, and with groups, including providing technical information in non-technical terms.

Physical Demands

Physical demands of the job are as follows:

1. Sitting – possibly for long periods of time.
2. Standing – some
3. Walking – some
4. Bending – some
5. Stooping – some
6. Lifting – may involve periodic moving/lifting of boxed records and supplies.

Work Environment

Normal office environment. It is also anticipated that some stress will be associated with this position primarily due to deadlines and irregular workflow. It is necessary that the individual have the capacity to remain calm, considerate, and tactful.

Position Type/Expected Hours of Work

Some flexibility in hours is allowed, but employee is generally expected to work 5 days per week, 7.5 hours per day and be available during the core work hours of 9:30 a.m. to 3:30 p.m. (lunch hour permitted). Occasional evening and weekend work may be required as job duties demand.

Travel

The employee will be expected to travel between the school districts in Clinton County and to other Michigan Intermediate School Districts on occasion.