



Job Title:	Student Information System Training/Support Specialist	Wage/Hour Status:	Exempt
Reports To:	PEIMS/SIS Coordinator	Pay Grade:	Information Systems/Tech Pay Category I4
Dept. /School:	PEIMS	Date Revised:	05-03-2021

Primary Purpose:

This position will work with staff to provide training opportunities and support to MISD staff members on the Skyward Student Information System. Support will include phone calls, email, remote assistance. Training will be provided both in person and remotely. Troubleshoot problems, determine source, and advise on appropriate action. Remote and in person follow up with new PEIMS and attendance staff in their first year to ensure training was effective and protocols are correctly followed. Remote and in person attendance and discipline records audits yearly for all campuses. Provide Level 2 support for PEIMS Assistants with Skyward support issues that need escalation.

Qualifications:

Education/Certification:

Bachelor's Degree preferred

Special Knowledge/Skills:

Knowledge in all aspects of computer operations including data entry, editing and the ability to identify computer program errors through reviewing data and reports

Ability to detect and resolve problems

Ability to analyze complex information

Ability to efficiently handle multiple priority tasks while meeting established deadlines

Proficient skills in typing, word processing, and file maintenance

Knowledge of the Public Education Information Management Systems (PEIMS)

Ability to effectively work and communicate both verbally and in writing with all personnel levels in the District

Familiar with a variety of school campus office concepts, practices and procedures

Excellent organizational, communication and interpersonal skills

Proficiency in Microsoft Office 2007 and 2010 Suite

Experience:

Five years or more of experience with Skyward Student Information System

Major Responsibilities and Duties:

1. Plan, develop the content for, and provide regular, ongoing training opportunities to MISD staff members including (but not limited to) the following formats: face-to-face workshops, video conferences, online (Safe Schools) courses, TEAMS, Google Hangout and on-site personalized training.
2. Create training and support documents for Student Information System.

3. Create sessions in Eduphoria Workshop; use system to provide necessary information to participants.
4. Provide all needed materials for professional development (certificates, sign-in sheets, evaluations, name badges, and workshop supplies).
5. Survey participants for input on professional development.
6. Ensure that policies and procedures related to training are followed.
7. Identify, research, and resolve technical problems related to Student Information System and other applications.
8. Maintain accurate knowledge of ongoing technology projects and other known issues; communicate information accurately to users.
9. Provide support via phone calls, emails, and TEAMS for Student Information System to campus and district staff.
10. Provide guidance and support to PEIMS Assistants as needed on Student Information System problems and issues.
11. Audit attendance and discipline records yearly for all campuses.
12. Assist administrative and clerical personnel to complete major projects and jobs as needed including the collection, editing, and reporting of PEIMS data.
13. Communicate with administrative and clerical personnel to determine processing needs, clarify requests, develop solutions, and provide technical assistance.

Safety:

14. Operate tools and equipment according to prescribed safety procedures.
15. Follow established safety procedures and techniques to perform job duties including lifting, climbing and carrying.
16. Correct unsafe conditions in the work area and report any conditions that are not correctable to the supervisor immediately.

Other:

17. Other duties as assigned.

Supervisory Responsibilities:

None

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Work with frequent interruptions; maintain emotional control under stress; repetitive hand motions; prolonged use of computer; occasional lifting and moving of moderate to heavy objects.

Some district wide travel; occasional prolonged and irregular hours.

NOTE: The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, or skills that may be required.