

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

DISTRICT DATA SUPPORT ASSISTANT

SALARY SCHEDULE: SSP-10

COST CENTER: INFORMATION SERVICES (9020)

QUALIFICATIONS:

- (1) High School Diploma or equivalent.
- (2) Minimum of two (2) years' experience using a computer database application such as student, finance, payroll, retail management, distribution, airline reservation, etc., or one school year of experience using a current student information system.
- (3) Minimum two (2) years' experience working with people and providing service.
- (4) Proficiency in Microsoft and Office software.
- (5) Score 70% or higher on the current Registrar test administered by SCTI with exception of typing test.
- (6) Score 80% or higher of the District Data Support Assistant test.
- (7) Minimum of two (2) years' experience as a school registrar.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of PC applications and experience with the computer hardware currently used by the District. Knowledge of Florida Department of Education regulations, including FTE computations and requirements. Ability to work cooperatively with individuals and groups. Ability to communicate well, both orally and in writing. Ability to guide others effectively. Ability to follow written and/or oral instructions.

REPORTS TO:

Manager, Student Systems

JOB GOAL

To assist in providing support to school and District personnel in the use of the District's computerized information systems; to include: problem resolution, documentation, training, and data entry.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- * (1) Respond to Help tickets, emails and answer the HELPDESK telephone. Assist and provide information, respond to questions/concerns, initiate and close problem management records related to the district's computerized information systems.
- * (2) Enter data into the district computer system.
- * (3) Assist in producing training materials/documentation/communication and newsletters for support staff.
- * (4) Keep well informed about current trends and best practices in areas of responsibility.
- * (5) Maintain a courteous and professional manner.
- * (6) Maintain work area in a safe and secure manner.
- * (7) Use positive, effective interpersonal communication skills.
- * (8) Adhere to high standards of punctuality, regular attendance and appropriate dress.

DISTRICT DATA SUPPORT ASSISTANT (Continued)

- * (9) Participate in workshops and training to update skills.
- * (10) Follow department policies and procedures.
- * (11) Keep supervisor informed of potential problems or unusual events.
- * (12) Respond to inquiries and concerns in a timely manner.
- * (13) Prepare all required reports and maintain all appropriate records.
- * (14) Follow all School Board policies and department policies and procedures.
- * (15) Exhibit interpersonal skills to work as an effective team member.
- * (16) Demonstrate support for the School District and its goals and priorities.
- (17) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 12

*Essential Performance Responsibilities