

Student Data Analyst and Support

Qualifications

1. Bachelor's degree in Computer Science or a related field, or equivalent combination of education and experience.
2. Minimum of four years' work experience in user support in a complex Enterprise environment, including Help Desk support.
3. Minimum of four year's work experience as a Level One support contact for student information system users.
4. Demonstrated experience at resolving user support concerns and problem-solving with minimal supervision.
5. Demonstrated experience at providing effective and targeted learning to student information system users
6. Minimum of four years' experience preparing and delivering student data reports for accountability and compliance to the Ministry of Education, including 1701s and SADE.
7. Excellent telephone and interpersonal communication skills.
8. Hold a valid B. C. driver's licence.
9. Knowledge of codes, regulations and safety standards related to computer systems, networks, and telecommunications.
10. Ability to work with minimum supervision.
11. Ability to get along well with other people and work as part of a team.
12. Good health and sufficient strength to perform a variety of manual tasks.

RESPONSIBLE TO: District Principal – Technology and Innovation

SUPERVISES: As designated.

JOB GOAL: To provide training to new users of the district student information systems, either via the phone or in-person (as applicable). To provide ongoing Level 1 support to student information system users. To ensure the consistency and health of the data stored in our district's student information system, and also prepare and submit formal student data reports to the Ministry of Education. Also expected to provide Help Desk support to all users in the system as needed.

Performance Responsibilities

1. Assumes responsibility for the configuration and maintenance of all aspects of the district-wide student information system
2. Ensures that the data stored within the district-wide student information is of a consistently high quality by conducting periodic reviews, and providing guidance to school staff on how to remedy problems when they are found
3. Provides ongoing Level 1 support and help for users of the district-wide student information system
4. Prepares and deploys standard templates for use within the district-wide student information system

TITLE: STUDENT DATA ANALYST AND SUPPORT

Page 2

5. Assumes responsibility for the overall security of the data stored within the district-wide student information system, including the creation and management of user accounts and other associated duties
6. Assumes responsibility for the delivery of training support, both in person and over the phone, to new and existing users of the district-wide student information system
7. Prepares student data reports in order to fulfill regular and emerging requests from the Ministry of Education (for example SADE and 1701 reports)
8. Prepares reports in order to fulfill regular and emerging data requests from members of the district's executive and senior management
9. Assists with the duties of Help Desk as time allows
10. Other duties, as assigned by the District Principal – Technology and Innovation.

TERMS OF EMPLOYMENT: Forty hours per week. Twelve months per year.

TITLE: STUDENT DATA ANALYST AND SUPPORT

Page 3

EVALUATION

DATE: October 15, 2015 JOB TITLE: Student Data Analyst

	Factor	Degree	Points	Substantiating Data
1.	Knowledge	7	105	Four year undergraduate degree or equivalent.
2.	Experience	7	105	Four years and over.
3.	Judgement	3	30	The job requires adapting established methods or procedures. Work involves a choice of methods or procedures.
4.	Concentration	3	30	Almost continuous periods of short duration; OR Frequent periods of intermediate duration; OR Occasional periods of long duration.
5.	Physical Activity	2	12	Light activity of intermediate duration; OR Medium activity of short duration.
6.	Dexterity	3	18	Job requires tasks that demand coordination of coarse movements, where speed is a major consideration; OR Coordination of coarse and fine movements, where speed is a moderate consideration; OR Coordination of fine movements, where speed is a minor consideration.
7.	Accountability	4	40	Actions could result in significant loss of time, resources; OR cause some embarrassment within the department or organization.
8.	Safety of Others	1	8	Little degree of care required to prevent injury or harm to others.
9.	Interpersonal Skills	4	40	Tact and diplomacy are required when handling contacts of a difficult or specialized nature, for the discussion and resolution of problems by presenting or obtaining detailed information.
10.	Disagreeable Conditions	1	10	Minor conditions with little exposure.

TOTAL POINTS 418

APPROVED

C.U.P.E., Local 459

School District No. 62 (Sooke)
