

Educational Service Unit 8 Job Summary

Job Title: Data Steward and Student Information System/ADVISER Support Specialist

Knowledge & Experience: Experience with student information systems and NDE reporting

- In-depth, hands-on knowledge of, and experience with, school student information systems and state reporting.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Ability to develop and interpret technical documentation for training and end user procedures.
- Ability to effectively prioritize and execute tasks in a service-oriented environment.
- Knowledge of trends in technology relating to student information systems and state reporting.
- Experience with building and maintaining databases for query and problem tracking.
- Good understanding of the organization's goals and objectives
- Exceptional written and oral communication skills
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills

Essential Functions of Position:

The Data Steward and Student Information System/ADVISER Support Specialist's role is to deliver training and support to end users in the school districts about how to use their SIS efficiently and effectively in fulfilling district objectives and reporting to NDE. This includes troubleshooting issues for all customers, such as secretaries, teachers, administrators, and IT personnel. Proven communication skills, problem-solving skills, and knowledge of SIS best practices are critical to successful performance in this role.

1. Keep apprised of changes and upcoming developments related to student information systems, NDE reporting, and ADVISER.
2. Field incoming problem tickets from end users to resolve application and software issues within servers, databases, and other student information related systems.
3. Document all pertinent support information and nature of problem or issue within the organization's helpdesk ticket system.
4. Perform hands-on fixes including installing and upgrading software.
5. Communicate application problems and issues to key stakeholders, including end users, development teams, support teams, and team leaders.
6. Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved.
7. Design, develop, and deliver training programs and individual workshops as determined by needs of customers.
8. Present instructor-led training sessions.
9. Develop and review training materials, documentation and resources and continually keep them up to date.
10. Facilitate Zoom sessions with SIS vendors and school data personnel.

Physical Requirements: (Place an "X" in the column pertinent to your job duties)

	Never 0%	Occasional 1-32%	Frequent 33-66%	Constant 67% +
Standing			X	
Walking		X		
Sitting			X	
Bending/Stooping		X		
Reaching/Pushing/Pulling		X		
Climbing		X		
Driving			X	
Lifting (50# max)		X		
Carrying (25 feet)		X		
Manual Dexterity Tasks			X	
(using telephone, computer, adding machines, copiers, printers, other office equipment, etc.)				

This job is eligible for telecommuting as defined by ESU 8 board policy: Yes__ No X