

Perform related duties as assigned.

KNOWLEDGE OF:

Current laws, guidelines, regulations and rules related to student information systems and storage of sensitive or confidential data within databases.

Student information systems (Operational experience required with one or more of the leading SISs; i.e., Aeries, Infinite Campus, PowerSchool, etc.).

Customer service techniques and excellent interpersonal skills and techniques.

Relational database structure, design and implementation.

Structured query language (SQL).

Data warehouse concepts.

Data analysis concepts.

Microsoft Office suite (Excel expertise required).

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary in either written or oral communication, as applicable.

ABILITY TO:

Think clearly and logically, use good judgment, and make appropriate decisions.

Read, interpret, apply, and explain laws, codes, rules, regulations, policies and procedures.

Maintain current knowledge of laws, rules and regulations related to student information and data storage.

Extract and organize data from source systems in various formats to reconcile with data warehouse dashboards.

Apply technical knowledge using a structured troubleshooting methodology to successfully resolve user problems.

Communicate effectively both orally and in writing.

Utilize interpersonal skills of courtesy, tact, diplomacy, patience and professionalism.

Establish and maintain cooperative and effective working relationships with others including the application of good customer service principles.

Maintain confidentiality of sensitive and privileged information.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and timelines.

Work independently with little direction.

Plan and organize work.

Maintain of a variety of records related to assigned activities.

Valid California driver's license.

ENVIRONMENT:
Office environment