

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: DATA QUALITY TECHNICIAN – TECHNOLOGY SERVICES (RANGE 32)

BASIC FUNCTION:

Under the direction of an assigned supervisor, the Data Quality Technician – Technology Services will provide technical training relating to State/Federal Data Reporting. Provide support and assistance to site and District users regarding student information system operations and related data, applications, practices and procedures. Perform data extracts, analyze, troubleshoot and resolve anomalies relating to State/Federal Data Reporting.

REPRESENTATIVE DUTIES:

Work with all Stakeholders & functional areas that are responsible for CALPADS Submissions. *E*

Understand the details of the district's Student Information System (SIS) and ALL data submissions. *E*

Understand, analyze, evaluate and validate CALPADS Reports. *E*

Make corrections utilizing the district's Student Information System (SIS) as it relates to Fatal and/or Certification error reports. *E*

Monitor and address SSID requests and resolve conflicts. *E*

Provide level one technical support for hardware issues and computer applications including District developed and/or department-specific programs. *E*

Assist in the installation, configuration and troubleshooting of hardware and application software remotely via remote control software. *E*

Assist help desk analysts with data-management related work orders. *E*

Prepare and deliver oral presentations; explain principles, standards, guidelines, requirements, practices, procedures and techniques related to student information and State/Federal Data Reporting. *E*

Conduct CALPADS workshops, as requested. *E*

Assist and monitor State/Federal Data Reporting utilizing the district's local Student Information (SIS) and Human Resource systems. *E*

Troubleshoot and resolve State/Federal Data Reporting anomalies. *E*

Work closely with CA schools/districts to resolve student data discrepancies. *E*

Coordinate the setup and maintenance of translation tables. *E*

Perform data extracts and imports for State/Federal Data Reporting processing. *E*

Coordinate and conduct training workshops for site and District end users. *E*

Log problems, actions taken, and final resolutions in the Help Desk Management System
Provide coverage of telephones to answer technical questions and enter work requests into automated the Help Desk Management System. *E*

Perform all duties within the guidelines of District policies, regulations, and procedures. *E*

Notify management of potential problems before they occur and communicate solutions.

Perform other related duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Knowledge and understanding of CALPADS Enrollment Procedures.

Working knowledge of Data Submission Requirements.

Riverside Unified School District student and administrative software systems.

K-12 public school operations and procedures.

Basic understanding of the State/Federal Data Reporting process and anomaly resolution.

Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.

Understanding of State/Federal Data Reporting requirements.

Customer support techniques and procedures.

ABILITY TO:

Learn and adapt to changes in the technology industry.

Analyze user needs and develop effective technical solutions.

Communicate technical procedures and requirements to users.

Work independently with little direction.

Diagnose and resolve computer applications problems.

Prioritize, set schedules, and meet timelines.

Respond appropriately to inquiries or complaints from customers.

Learn and interpret District policies, procedures, and rules.

Maintain a professional customer service attitude.

Maintain effective working relationships with others.

Communicate effectively both orally and in writing.

Understand and follow oral and written directions.

Learn to use internal programs and tools.

EDUCATION AND/OR EXPERIENCE:

A minimum of two (2) years of college course work in a computer-related field of study, one (1) year experience providing computer applications support duties, or an equivalent combination of three (3) years of education and/or experience.

Experience with Windows-based word processing and spreadsheet software is required.

Experience working with data base software is desired.

August 2013

E = Essential Duties

Data Quality Technician – Technology Services

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Must have access to a vehicle with valid automobile insurance.

WORKING CONDITIONS:**ENVIRONMENT:**

Office environment with some travel between District sites.

Drive a vehicle to conduct work.

May be required to use a personal vehicle.

May be required to use a District vehicle.

PHYSICAL ABILITIES:

Seeing to perform activities.

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a keyboard.

Sitting for extended periods of time.