

Group: CUPE

Title: Student Information System Coordinator

Department: MyEd

Location: School/Site

Position Description:

The position is responsible for maintaining and enhancing the utilization of the District's student information systems (SIS) and integrated systems, as the District's Level 1 Support Staff (L1).

Reports to:

District Representative for the Service Management Council (SMC) or designate.

Direct Reports:

N/A

Duties & Responsibilities:

- Maintains SIS for District and organizes information accurately for District and ministry reporting.
- Responsible for providing L1 help desk support for SIS by responding to technology tickets and phone inquiries.
- Coordinates and provides ongoing training and support for district users on SIS.
- Collaborates with the SMC to introduce new SIS initiatives.
- Develops District specific applications within the SIS.
- Overseeing other software integration with SIS and other associated data software.
- Develops guides and procedures on how to use the SIS.
- Adding and testing changes to the SIS.
- Works with the district technology team to ensure the smooth running of the SIS and its interface with other digital systems.
- Handles scheduling of appointments and meetings.
- Attends provincial meetings for L1s.
- Adheres to procedures that meet FOIPA requirements regarding confidential student and staff information.
- Communicates to District staff regarding software updates, enhancements, and release notes.

- Put in Heat tickets for SIS issues with the Provincial service desk.
- Translates the information from the Ministry and SIS into the School and District Business Cycle (School Startup, EOYR, 1701, Class size, SADE, TRAX).
- Maintains and cleans up SIS data, including but not limited to student, school, District, and contact information.

The above job description reflects the principle functions of the job. Other comparable or transient duties which are within the area of knowledge and skills required by the job description may also be assigned.

Job Requirements: Minimum Qualifications

Education & Experience:

- Grade 12.
- Completion of an Office Administration program certificate or equivalent post-secondary education or diploma in computer and information technology.
- Minimum two (2) years office administration experience with experience in Student Information Systems (SIS) or two (2) years' experience in the information technology field.
- Keyboarding 50 wpm.

Skills & Competencies:

SKILLS:

- Algorithmic thinking - conceptualize solutions as step-by-step procedures.
- Problem decomposition - breaking down a complex problem into smaller, more manageable sub-problems is crucial.
- Pattern recognition and debugging.
- Having a solid understanding of data structures (like arrays, linked lists, trees, graphs, etc.) and algorithms (like sorting, searching, dynamic programming, etc.).
- Strong conflict resolution skills and an ability to manage difficult situations with tact and diplomacy.
- Customer service expertise, and proficiency in building relationships.
- Strong collaboration and teamwork abilities.
- Proactive and initiative-driven mindset.
- Effective communication, organizational and time management skills, along with attention to detail.
- Mindset of continuous learning, persistence, creativity, and critical thinking.

KNOWLEDGE:

- Considerable knowledge and/or experience with record-keeping systems commensurate with the District's operating procedures.
- Advanced knowledge of computer software in a Windows environment, including word processing, spreadsheet, database, Microsoft Office and web-based applications.
- Advanced knowledge of the SIS.

- Knowledge and understanding of District processes to communicate effectively to solve practical problems.

ABILITY

- Ability to understand and implement office procedures.
- Ability to organize and prioritize workload with limited supervision including managing requests and problem-solving.
- Ability to convey information and sustain productive working connections.
- Ability to take notes from meetings.
- Ability to perform tasks requiring extended periods of concentration.
- Ability to handle frequent interruptions while working.
- Ability to adhere to deadlines, including flexibility and adaptability.

RESPONSIBILITY

- Exhibit professionalism and adhere to the district mission, vision, and values as outlined in the strategic plan.
- Adhere to District policies, procedures, and safety protocols.
- Manage confidential and sensitive information with discretion and professionalism.
- Maintain a high level of confidentiality.

WORKING ENVIRONMENT

- Extended periods of sitting or standing in one place.
- Extended periods of keyboarding and prolonged screen time.
- Working in a fast-paced work environment, managing time constraints, navigating frequent interruptions, and handling challenging interactions with the public.
- Work is indoors in clean and well-maintained buildings.
- Long periods requiring significant concentration.
- High level of contact with District staff.

SALARY:

- Wages and employment benefits per CUPE collective agreement.

Key Relationships:

Good working relationships with:

- School District 8 staff
- Vendors
- Provincial L1 members

Next scheduled revision: Winter 2030

Reviewed and agreed: January 24, 2025