Student Record Services Product Specialist

Position Details

Class Code: 1516
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: [Pay Grade 62 on the Support Professional Salary Schedule](#)
FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, serves as the primary contact between functional and technical staff related to student information system processes of student accounting (enrollment/withdrawal). Involves serving in a liaison capacity and working directly with Instructional Business Process Experts, Enterprise Systems Integration Specialists, Clark County School District (CCSD) technical staff, software vendors, CCSD stakeholders, and users.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Coordinates with vendors, CCSD process/application owners, and CCSD technical staff in support of student information system-related applications and processes running on client/server and web-based environments dealing with student accounting.
2. Provides high-level expertise and recommendations for application support and future technology-related processes.
3. Leads project teams in designing and implementing technologies and systems.
4. Analyzes, troubleshoots, and provides Tier III student information system software-related support for software problems in cooperation with vendor

representatives and CCSD technical support personnel dealing with student accounting.

5. Communicates system security configurations and procedures to ensure authorized access.
6. Ensures system integrity by utilizing change control procedures related to modifications to operating system, database software, application software, application programming, and other systems utilities.
7. Develops written documentation of system processes, software configurations, modifications, security, and related procedures.
8. Prepares and maintains flowcharts, process diagrams, documentation, etc., to illustrate technical landscape or business processes to communicate with stakeholders.
9. Develops test plans for validation when system or software changes are made to ensure applications work as intended and meet customer needs.
10. Maintains advanced understanding of technology trends and adapts to functional and customer demands for enhanced or new systems and processes.
11. Interfaces professionally and effectively with management, customers, employees, and vendors.
12. Conforms to safety standards, as prescribed.
13. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Involves customer and internal technical relations in the support of the student information system and related components and environments including, but not limited to: requirements gathering and analysis, systems monitoring, independent technical research, software troubleshooting, debug and testing, configuration and change control management, technical documentation, problem resolution with technical representatives (i.e., CCSD and vendors), and guidance and assistance to team members, peers, and customers.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of client/server and web-based applications architecture, components, technologies, and support structures.
2. Knowledge of principles, practices, and methods of computer programming, systems analysis, and the development and support of enterprise applications.

3. Knowledge and experience serving in a liaison role between various stakeholders, management, customer communities, technical staff, and management in support of an enterprise software platform.
4. Knowledge of protocols and technologies such as Transmission Control Protocol/Internet Protocol (TCP/IP), Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), File Transfer Protocol (FTP), Secure Shell File Transfer Protocol (SFTP), Hypertext Transfer Protocol Secure (HTTPS), Secure Sockets Layer (SSL), Simple Mail Transfer Protocol (SMTP), Virtual Private Networking (VPN), Remote Desktop Protocol (RDP), Microsoft Management Console (MMC), and Virtual Local Area Network (VLAN).
5. Knowledge and experience of software development lifecycles, deployment, and security strategies on a mass scale either on premise, hosted, or a combination of both.
6. Knowledge of basic accounting, statistical, business, administrative, school, and office processes.
7. Ability to communicate courteously and deliver good customer service skills.
8. Ability to conduct analysis and research, and make sound recommendations for new functionality and modifications to existing applications.
9. Ability to methodically analyze processes, systems, and problems in order to understand the issue then find and determine a solution.
10. Ability to read and interpret complex manuals and instructions.
11. Ability to articulate clear and effective written and verbal communications.
12. Ability to make technical presentations to CCSD staff and administrators.
13. Strong analytical skills, including the ability to maintain a high level of concentration and the ability to solve problems using logical methods.
14. Ability to learn operating principles, characteristics, and technologies of various computer systems utilized by the CCSD.
15. Ability to prepare clear and concise documentation, procedures, reports, and other written materials.
16. Ability to exercise independent judgment within established guidelines.
17. Ability to meet deadlines and work in an environment where priorities change frequently.
18. Ability to contribute to the efficiency and effectiveness of the unit's service to customers by offering suggestions and directing or participating as an active member of a work team.
19. Ability to maintain knowledge of current technology and new computer user applications.
20. Ability to coordinate multiple projects and meet predetermined deadlines.
21. Ability to work flexible hours or shifts and to be on call for after-hours support.

22. Ability to develop and maintain an effective working relationship with CCSD management, staff, vendors, and other agencies.
23. Ability to recognize and report hazards and apply safe work methods.
24. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent, (General Educational Development (GED), foreign equivalency, etc.), plus five (5) years of work experience in a technical support field, and,
   Three (3) additional years of detailed work experience providing lead administration, operations, and support assistance, including troubleshooting for enterprise applications and related technologies affecting large user populations; or,
   Associate's degree (or 60 college credits) with a major area of study in Information Technology (IT)-related areas, such as Management Information Systems (MIS), Computer Science, Information Services, etc., plus three (3) years of work experience in a technical support field with three (3) additional years detailed work experience providing lead administration, operations, and support assistance, including troubleshooting for enterprise applications and related technologies affecting large user populations; or,
   Bachelor's degree with a major area of study in IT-related areas, such as Management Information Systems (MIS), Computer Science, Information Services, etc., plus two (2) years of work experience in a technical support field, including two (2) additional years detailed work experience providing lead administration, operations, and support assistance, with troubleshooting for enterprise applications and related technologies affecting large user populations.
2. A minimum of one (1) year experience serving as internal software support specialist for vendor-provided productivity software with full lifecycle tasks such as requirements analysis, evaluation, selection, testing, implementation, realization/go-live, and support and maintenance.

Licenses and Certifications

A valid driver's license or state-issued identification card.

Preferred Qualifications

Industry certification in areas of PC, server, application administration and support such as A+, Microsoft Certified IT Professional (MCITP), VMware Certified Professional (VCP), Cisco Certified Network Associate Routing and Switching (CCNA), or project management certifications such as Project Management Professional (PMP), etc.

Document(s) Required at Time of Application

1. High school transcript or other equivalent (GED, foreign equivalency, etc.).
2. College transcript(s) from an accredited college or university, if applicable.
3. Copy of a valid driver's license or state-issued identification card.
4. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

CCSD Technology and Information Support Services Division.

Work Environment

Strength

Sedentary/light - exert force to 25 lbs., occasionally/frequently/constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, typewriters, copy machines, calculators, fax machines, telephones, filing cabinets/equipment, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Created: 08/01/23