

INFORMATION RESOURCES SUPPORT ASSISTANT

DEFINITION

Provides technical-clerical support services to schools and offices with regard to the retrieval and interpretation of student and school data, collects and validates such data, and generates corresponding reports.

TYPICAL DUTIES

- Ensures student and school data integrity by validating source documents, interpreting coded information, identifying errors and miscalculations, and resolving problems using edit reports.
- Explains student information system procedures and applications for accessing, extracting, receiving, and interpreting online reports, files, and District publications to consultants and school and office personnel.
- Collects, codes, and inputs data collected from source documents such as District surveys into information systems.
- Applies pertinent State and federal laws and District policies and procedures such as the Public School Accountability Act, No Child Left Behind Act, Deferred Action for Childhood Arrivals, and the Federal Education Rights and Privacy Act in reporting student and school information.
- Generates mandated and informational reports at the request of the administration to be submitted to County, State, and federal agencies concerning student, staff, and school data on topics such as enrollment figures, classroom size, graduation and dropout rates, enrollment and attendance dates, and teacher qualifications and assignments.
- Evaluates and tests online forms during software development to assess program functionality, identify program errors, and make recommendations to computer programming personnel for improvement.
- Retrieves student records and validates and certifies accurate student data.
- Writes and edits user manuals, operational procedures, newsletters, and related materials.
- Verifies that student and school assessment data changes and new reports in the MyData System are accurate.
- Creates and maintains databases, files, and other records pertinent to student and school information sources.
- Contacts District offices and surrounding school districts to obtain and clarify student and school information.
- Maintains, extracts, and imports student and school information into databases .
- Provides prompt and accurate information to District staff, school personnel, and parents on the telephone or in-person.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Information Resources Support Assistant applies knowledge of pertinent laws, rules, and procedures in the preparation and processing of District-wide student and school data.

The IT Customer Service Support Representative receives telephone calls, faxes, and electronic mail from school and office personnel requesting technical support regarding computer software and hardware problems and electronic/computer equipment repair, replacement, and maintenance.

SUPERVISION

General supervision is received from a supervisory or administrative employee. Work direction may be exercised over clerical employees.

CLASS QUALIFICATIONS

Knowledge of:

English usage, grammar, punctuation, spelling, and vocabulary
Data processing codes and procedures to compile student and school reports from student information systems
Sources of information needed to verify and correct student and school related documents
State and federal laws and District policies relative to reporting student and school Information
Student Information Systems, MiSIS, MyData, Data Management Systems
Microsoft Office Suites
Basic arithmetic

Ability to:

Speak clearly and communicate effectively
Recognize, evaluate, and explain problems related to student and school data processing
Interpret and present technical concepts clearly and concisely, both orally and in writing
Work effectively under the pressure of a heavy workload with frequent interruption
Input data accurately
Compile, analyze, and compute data accurately
Establish and maintain rapport with District personnel and customers

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in business communications office technology, business and computer technology, or computer applications and office technology.

Experience:

Two years of experience entering, reporting, and interpreting LAUSD student and school information data. Completion of 60 semester units or 90 quarter units from a recognized college or university may substitute for one year of the required experience.

Special:

Some positions may require a valid California Driver License and the use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and abilities. Management retains the discretion to add or change typical duties of the position at any time.

Revised
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