

# Student Information System Product Specialist

## Position Details

Class Code: 1514

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 62 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

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## Position Summary

Under general supervision, serves as primary contact between functional and technical staff regarding student information system processes. Serves as a liaison and works directly with Instructional Business Process Experts, Enterprise Systems Integration Specialists, Clark County School District technical staff, software vendors, District stakeholders, and users.

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## Essential Duties and Responsibilities

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

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

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. Documents system processes, software configurations, modifications, security, and their related procedures.
  8. Prepares/maintains flowcharts, process diagrams, documentation, etc., to illustrate technical landscape or business processes in communications with stakeholders.
  9. Develops validation test plans when system/software changes are made to ensure applications work as intended and meet customer needs.
  10. Maintains advanced understanding of technology trends; adapts to functional and customer demands for new/enhanced systems and processes.
  11. Interfaces effectively/professionally with management, customers, employees, and vendors.
  12. Conforms to safety standards, as prescribed.
  13. Performs other tasks related to the position, as assigned.
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## **Distinguishing Characteristics**

Involves customer and internal technical relations supporting the student information system and related components/environments, including requirements gathering/analysis, systems monitoring, independent technical research, software troubleshooting, debug/testing, configuration, change control management, technical documentation, problem resolution with technical representatives (i.e., District and vendors), and guidance/assistance to team members, peers, and customers.

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## **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 enterprise application development/support.
3. Knowledge and experience serving as liaison between various stakeholders, management, customer communities, technical staff, and management in support of an enterprise software platform.

4. Knowledge of protocols/technologies, including 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 in 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 analyze, research, and make sound recommendations for new functionality/modifications to existing applications.
9. Ability to methodically analyze processes, systems, and problems in order to understand issues and determine solutions.
10. Ability to read/interpret complex manuals and instructions.
11. Ability to articulate clear, effective written/verbal communications.
12. Ability to make technical presentations to District staff and administrators.
13. Strong analytical skills, including ability to maintain concentration and solve problems using logical methods.
14. Ability to learn operating principles, characteristics, and technologies of District computer systems.
15. Ability to prepare clear, 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. Contributes to the unit's service efficiency/effectiveness by actively contributing, participating, and leading in team efforts.
19. Ability to stay current on technology and new computer 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 effective working relationships with District management, staff, vendors, and other agencies.
23. Ability to recognize/report hazards and apply safe work methods.
24. Possess physical and mental stamina commensurate with the responsibilities of the position.

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## Position Requirements

### Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Five (5) years' work experience and/or education in a technical support field, including three (3) years' detailed work experience providing lead administration, operations, support assistance, and troubleshooting for enterprise applications and related technologies affecting large user populations.
3. Minimum one (1) year of experience serving as an 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/maintenance.

### Licenses and Certifications

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

### Preferred Qualifications

Industry certification in PC, server, and application administration/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.

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## Document(s) Required at Time of Application

1. High school transcripts or other equivalent (i.e., GED, foreign equivalency, etc.)
2. Transcript(s) from an accredited college/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.

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## Examples of Assigned Work Areas

District Central Information Systems Department, and travel to/from schools and other District office settings.

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## Work Environment

### Strength

Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; or up to 10 lbs., constantly.

### Physical Demand

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

### Environmental Conditions

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

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## Examples of Equipment/Supplies Used to Perform Tasks

Computers, printers, modems, telephones, fax machines, copy machines, digital multi-meters, data system and communication test equipment, hand/power tools, etc.

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### 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**

- Revised: 07/17/23
- Created: 01/08/14