

**Killeen Independent School District
Job Description**

Job Title: Systems Associate
Department: Data and Information Technology
Reports To: System Supervisor
FLSA Status: Non-Exempt

SUMMARY:

To provide support for all district employees with information systems. To train, troubleshoot issues, implement district policy and procedures, develop training materials, assist in the operations of running and creating print jobs, and assist with resolution of data validation. To produce and maintain a well-designed program code for both “*ad hoc*” reporting and major subsystems for district data processing needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Acts as operational administrator for the applications created or supported by the Data and Information Technology department.

Analyzes and tests software upgrades for applications supported or created by the Data and Information Technology department.

Assists in the design, development, implementation, and enhancement of the applications created or supported by the Data and Information Technology department.

Consults with campus and district-level personnel to accomplish district timelines and with resolution of validation and process errors.

Consults with district personnel to develop, document, support, train, and manage processes for application/system design to address reporting requirements for local, state, and federal purposes.

Creates and submits to supervisor, instructions, and guidelines for district staff to perform the campus data management functions for the applications supported or created by the Data and Information Technology department.

Creates instructions and guidelines to perform the functions of the job.

Troubleshoots and develops technical solutions related to software and setup errors for campus and district-level personnel.

Writes/ troubleshoots SQL queries.

Performs advanced, highly complex programming analysis involving development, maintenance, implementation and enhancement of programs, web-based applications and reports which support the applications within the Data and Information Technology department.

Documents, tracks, and monitors Data and Information Technology help desk calls to ensure a timely resolution.

Escalates help desk calls requiring more in-depth knowledge to appropriate internal resources.

Identifies, researches, and resolves technical problems with applications supported or created by the Data and Information Technology department.

Participates in the testing process through test review and analysis of application software.

Performs code reviews of applications created by the Data and Information Technology department, and mentors team members.

Researches and evaluates software/hardware to assist in programming or to use as program platforms.

Serves as a technical resource for the campus and district personnel.

Serves as an instructor which designs training objectives, class outlines, handouts, E-learning and designs laboratory exercises for the applications supported or created by the Data and Information Technology department.

Is knowledgeable of commonly used concepts, practices, and procedures within a particular field of applications supported or created by the Data and Information Technology department.

Keeps supervisor well informed of personal and supervised team projects, issues, and status of development efforts.

Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE:

Bachelor's degree in Computer Science, Computer Information Systems, Business Administration with Computer Science minor, or equivalent degree, or associate degree and two years of related experience preferred.

Experience in the use and knowledge of relational database and programming concepts, required. Experience with Windows operating systems, desktop applications, Information Systems, PC/Mac platforms and printers, required.

OTHER QUALIFICATIONS:

Experience working with restricted information and the aptitude in maintaining the integrity of sensitive data, required. Experience with eSchoolPlus, Frontline, eduphoria, Destiny, ID badge systems, Ivanti, and Microsoft TEAMS, preferred.

Working knowledge of SQL, SSRS, and some knowledge of relational database concepts, preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from administrators, staff, employees, and the general public. Ability to communicate with both the Information Systems Analyst and Consultant of all activities within a team.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES:

Ability to use peripheral devices, high level language programming concepts, data management software, and application development tools. Ability to understand Board Policies and Administrative procedures. Ability to use a variety of operating systems. Ability to work independently or in a team environment. Ability to rely on limited experience and judgment to plan and accomplish goals.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand and walk. The employee must regularly lift and carry (less than 15 pounds). Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT:

Occasional district-wide travel to multiple campuses as assigned. The noise level in the work environment is usually quiet.

Revised Date: October 26, 2022

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, and skills that may be required.