JOB DESCRIPTION

JOB TITLE   Student Information Support Analyst
JOB LEVEL   E
DEPARTMENT   Learning Support Services, Information Technology Services
SUPERVISOR   Support Coordinator, Student Information Systems

POSITION SUMMARY

The Student Information Support Analyst provides organizational support by identifying and resolving issues related to student information software, testing new releases and updates, training staff and responding to requests for assistance.

DUTIES AND RESPONSIBILITIES

- Respond to inquiries from school-based and Board staff to diagnose software issues, take necessary action and follow-up appropriately.
- Test systems and new software releases.
- Maintain and update security access for software users.
- Identify software enhancements needed to improve functionality.
- Assist with developing methods to overcome technical issues with software.
- Communicate with vendor or information technology services staff regarding emergent issues, to obtain assistance or report possible solutions for consideration.
- Implement corrective changes to system.
- Conduct training sessions for school staff.
- Coordinate visits to schools to provide support and training to software users.
- Update and maintain related manuals.
- Maintain knowledge of TVDSB and Ministry of Education policies and procedures relevant to software applications.

EDUCATION

Completion of a one year post-secondary program in office or business administration or equivalent.

EXPERIENCE

Three years of related work experience is required.