MATAWA FIRST NATIONS MANAGEMENT

Job Description

Database Helpdesk

PURPOSE OF THE POSITION

The purpose of Database Helpdesk role is to ensure that school data system and other school supporting systems is planned, implemented, managed and utilized appropriately resulting into more effective and efficient management and reporting of student information. As part of First Nation Student Success Program (FNSSP), Database Helpdesk serves as an anchor to liaise between the Matawa First Nations School staff, school data system technical support team, education authorities and Education Department IT team. This role ensures that school data system support, and infrastructure requests and software updates are assessed, prioritized, assigned, executed and tracked on a regular and timely basis.

In conjunction with PASS IT team, Database Helpdesk identifies and facilitates the required technical and functional training and support to the school staff to maximize the use of the school data system. More effective use of the school data system will result into more effective and accurate reporting that will lead to improved productivity and efficiency as well as better strategy development and alignment.

Database Helpdesk is responsible to ensure IT infrastructure related to the school data system is appropriately managed. Needs for support are identified, prioritized and facilitated. While primary responsibility for support is with PASS System Administrator and PASS IT Technician, Database Helpdesk continues to build technical capability to provide basic support and assistance for IT infrastructure, under the guidance of PASS System Administrator. Database Helpdesk promotes information security to ensure data protection and security and guide staff members to follow information security best practices during the management of information.

SCOPE

The FNSSP program focuses on student success and school improvement planning, both of which require the use of student and school data for effective and efficient planning and decision making. Database Helpdesk utilizes the PowerSchool data system and ensures student information related to Matawa Education and Care Centre is accurately inputted into the system. This information is further used for planning and reporting purposes.

All Matawa First Nations Schools and Matawa Education and Care Centre where PowerSchool data system or other school data system is utilized will be in scope. Further, management and technical support for the associated infrastructure will be facilitated between Database Helpdesk and PASS System Administrator. Also, a helpdesk application will be utilized to track the issues and support request will be under the responsibility area of Database Helpdesk.

Database Helpdesk will assign the support requests to the school data system support team or PASS IT team as appropriate. Periodic reviews will be performed for timely completion of the support requests.

RESPONSIBILITIES

1. First Nations Student Success Program (FNSSP)
   Main Activities
   - Act as a single point of contact for all support requests for all Matawa school data systems
   - Assess, prioritize and assign support requests to the relevant party
   - Provide face-to-face, online and telephone support to school and education authority data entry personnel to ensure the timely and accurate recording of data as required
   - Follow-up and tracking of support requests to ensure timely and satisfactory completion
   - Organize and lead the monthly meetings with internal staff and school data system team
   - Generate status reporting for the department management
   - Organize and coordinate distribution of data and related reports as required
   - Verify data and investigate discrepancies
   - Provide reports as required in both print and electronic formats
   - Ensure program documentation is in compliance with legal regulations and ISO 9001 standards
   - Identify and facilitate technical and functional trainings to the school data system users including school staff
   - Work very closely with PASS System Administrator to resolve technical and infrastructure related issues
   - Work with the PASS System Administrator to plan and coordinate the System Upgrades and facilitate the implementation

2. Matawa Education and Care Centre
   Main Activities
   - Support the recording of student data for the Matawa Education and Care Centre on daily, weekly, and monthly basis, including attendance, marks, and other data that may be required
   - Ensure required data and other documentation has been received in a timely manner
   - Verify data and investigate discrepancies
   - Organize and coordinate distribution of data and related reports as required in both print and electronic formats
   - Prepare student report cards and transcripts
   - Ensure documentation is in compliance with legal regulations and ISO 9001 standards

3. Helpdesk and ongoing technical support
   Main Activities
   - Maintain SpiceWorks helpdesk application and update the details related to support requests on a regular and timely basis

- Liaise with PASS Program Manager and school data system technical support team to ensure timely resolution of support requests
- Facilitate ongoing technical support to end users related to the school data systems
- Facilitate technical training as appropriate
- Identifies the needs, facilitates and attends the relevant trainings hosted by PowerSchool
- Works closely with PASS IT team to facilitate the technical support, including PowerSchool system upgrades

4. Records Management
   Main Activities
   - Set up and maintain Education Department files and records in both electronic and paper formats in compliance with Matawa and Education Department requirements
   - Ensure the timely submission of reports and internal forms as required

5. Administrative Support
   Main Activities
   - Provide general administrative support as required to maintain and manage the school data system and within Matawa Education and Care Centre

6. Perform other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:
- Thorough understanding and knowledge of PowerSchool system
- Knowledge of Apple and Windows computer platforms
- Data entry
- Knowledge of general office applications (word processing, spreadsheets, databases, email, Internet)
- File and records management
- School and student record management
- Issue assessment, prioritization and tracking
- Status reporting for management
- Business analysis thought process to identify the needs of the customers i.e. school staff
- Basic knowledge of TCP/IP network configuration for system clients and servers
- Technical writing skills
- Basic understanding of Linux, Apache and Tomcat configuration, support and maintenance

- Basic understanding of school and community needs which utilize satellite internet access
- Basic knowledge and experience with PowerSchool, Dadavan, Linux and Windows environments
- Knowledge of Ojibway, Cree and Oji-Cree is an asset.
- Previous IT Helpdesk experience is an asset

Skills

The incumbent must demonstrate the following skills:
- Customer service and care oriented
- Attention to detail and accuracy
- Organizational skills
- Project management skills
- Strong administrative skills
- Excellent verbal and written communication skills

Personal Attributes

The incumbent must maintain strict confidentiality in performing the duties of Database Helpdesk. The incumbent must also demonstrate the following personal attribute
- Ability to focus and concentrate over long periods of time
- Self-directed
- Team player
- Facilitator
- Demonstrated interpersonal and leadership skills
- Physically fit; and able to work outdoors, in confined spaces, and not afraid of heights
- Ability to work effectively with school staff, parents, administration, government and First Nation organizations

WORKING CONDITIONS

Physical Demands

The Database Helpdesk may have to spend long hours sitting and using office equipment, computers and attending meetings. The Database Helpdesk may have to travel throughout the Matawa region in all weather.

Environmental Conditions

The Matawa Education facility may be a busy facility. The Database Helpdesk may have to manage a number of projects at one time, and they may be interrupted frequently to meet the needs and requests of Education Department staff. The Database Helpdesk may find the environment to be busy, noisy and will need excellent organizational, time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands can include eyestrain and occasional headaches from reading and extended time using the computer. The Database Helpdesk may be noisy and busy making it difficult to concentrate at times.

Mental Demands

The Database Helpdesk will have to manage a number of requests and projects at one time. They must be aware of Education Department initiatives with other Matawa departments and with various Matawa communities. The Database Helpdesk also needs to be knowledgeable of relevant legislation, policies and procedures. They may have to complete a number of tasks and responsibilities at one time, and must be prepared to deal with emergencies and stressful situations at any time.

CERTIFICATION

_____
Employee Signature
_____
Printed Name　　　　　　　Date
I certify that I have read and understand the responsibilities assigned to this position.

_____
Supervisor's Title
_____
Supervisor's Signature　　　Date
I certify that this job description is an accurate description of the responsibilities assigned to the position.

_____

Executive Director's Signature　　　　Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.