

FORT SCOTT COMMUNITY COLLEGE

Position Description IS07

NAME: **JOB TITLE:** SIS Data Specialist & IT Support Technician

DIVISION/DEPARTMENT: Information Technology

RESPONSIBLE TO: Chief Information Officer

MONTHS PER YEAR: 12 **HOURS PER WEEK:** 40 **DATE:** 07/2026

CREDENTIALS:

- Associate's degree and/or a minimum of two years' experience in a related field required.
- Experience working with **Student Information Systems (SIS)** or enterprise data systems preferred.
- Demonstrated knowledge of **SQL query development**, data extraction, and report building.
- Experience managing and maintaining data in **Microsoft SQL Server** environments.
- Strong analytical skills with the ability to validate, audit, and troubleshoot data issues.
- Experience with desktop troubleshooting, end-user support, and help desk operations.
- General knowledge of networking, wireless systems, and Active Directory user management.
- Excellent oral and written communication skills.
- Ability to work independently and collaboratively in a fast-paced environment.
- Strong organizational skills with the ability to multitask and maintain accuracy.
- Demonstrated success assisting users with varying levels of technical competency.

DUTIES AND RESPONSIBILITIES

Primary Role – SIS Data Specialist

- Develop, write, and optimize **SQL queries** to support reporting, analytics, and data validation needs.
- Build and maintain **SIS-based reports**, dashboards, and data extracts for administrative, academic, and compliance purposes.
- Manage, update, and maintain data within **Microsoft SQL Server**, ensuring accuracy, integrity, and security.
- Collaborate with departments to understand data needs and translate them into actionable reporting solutions.
- Perform routine data audits to identify inconsistencies, errors, or missing information.
- Assist with SIS configuration, data imports/exports, and workflow improvements.
- Support institutional research, enrollment management, and compliance reporting as needed.
- Maintain documentation for data processes, reporting standards, and SQL procedures.

Secondary Role – IT Support Technician

- Handle daily help desk tickets and provide frontline technical support to end users.
- Troubleshoot and resolve hardware, software, and peripheral issues for faculty, staff, and students.
- Perform basic network and wireless troubleshooting.
- Create, modify, and maintain user accounts in **Active Directory** and other systems as assigned.
- Work within the College's ticketing system to track, document, and resolve support requests.
- Provide excellent customer service and communicate technical information clearly to non-technical users.
- Assist with computer setup, imaging, deployment, and routine maintenance.
- Support IT projects, upgrades, and system improvements as directed.

General Responsibilities

- Maintain organized workspaces, IT supplies, and shared technical areas.
- Provide training or guidance to staff and faculty on systems, tools, and processes.
- Assist with onboarding tasks such as account setup and workstation preparation.
- Coordinate warranty service and equipment repairs when applicable.
- Perform data-related or technical tasks as assigned by the Director of Information Technology.
- Other duties as assigned.

MAY BE REQUIRED TO

Sit/stand for extended periods; operate or demonstrate instructional and technical equipment.

Speak and hear clearly; drive and/or transport equipment to various sites.

Lift and move equipment up to approximately 50 pounds.

Reviewed by Supervisor: _____
Signature

Date