



# Coast Mountains Board of Education School District 82

3211 Kenney Street, Terrace, BC V8G 3E9  
Tel. (250) 635-4931 or 1-855-635-4931 • www.cmsd.bc.ca

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Job Title	Student Records Helpdesk Coordinator
Department	Finance
Location	School Board Office
Reports to	Secretary Treasurer or Designate

Type of position: <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time <input type="checkbox"/> Temporary or Casual	Maximum Hours: 35 / week <input checked="" type="checkbox"/> Unionized <input type="checkbox"/> Exempt
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## GENERAL DESCRIPTION

Under the direction of the Secretary Treasurer or designate, the Student Records Helpdesk Coordinator assists in deployment of the school district's student data plan, provides help desk services to software end-users, extracts and generates reports and analyzes data from collection systems and monitors 1701 procedures.

The Student Information & Data Coordinator also supports business change processes through development and delivery of training programs.

## TYPICAL DUTIES

- Developing, implementing and sustaining the district student information and data plan.
- Developing and delivering on-going training programs to support changes in business processes involving student information and data software.
- Developing and maintaining student information and data documentation and training materials.
- Supporting schools with use of student information and data software.
- Tracking software issues and developing resolutions.
- Providing help desk services to users of student information and data software, including first-level response, problem-solving, and technical guidance around related software and hardware.
- Supervision of the 1701 data collection process.

- Producing and analyzing reports from student information and data software and other data collection systems used by the School District.
- Maintaining school district web content related to student information and data collection, and distributing this information to the user community as required.
- Acting as student information and data lead contact for School District 82.
- Performing other related duties as assigned.

#### ACADEMIC/WORK EXPERIENCE QUALIFICATIONS

- High school graduation or the equivalent.
- Minimum two year certification from an accredited institution in a relevant area of information technology, or an equivalent level of experience and training.
- Experience working with Student Information Systems
- Experience delivering training programs
- Supervisory experience
- Proficiency with database applications, word processing and spreadsheet applications.
- Excellent interpersonal, teamwork, oral and written communication skills.
- Ability and aptitude to work with detail, precision and accuracy.
- Strong analytical and problem-solving abilities.
- Ability to organize, prioritize and meet workload deadlines with a minimum of supervision.
- Ability to maintain the confidentiality of sensitive information seen or heard.

REVIEWED BY	<i>Title</i>
APPROVED BY	<i>Title</i>