

**KERN COUNTY SUPERINTENDENT OF SCHOOLS  
REVISED/APPROVED NOVEMBER 2003  
RANGE: 54.0  
TECHNICAL/SPECIALIST SERVICES SERIES  
CLASSIFIED - OVERTIME EXEMPT  
CODE: 2,6,8**

**CSIS FIELD SUPPORT SPECIALIST  
(California School Information Services)**

**DEFINITION**

Working under the supervision of the Client Services Administrator, the Field Support Specialist will provide outreach training and support to local education agencies for the CSIS Program;

assist in the development of LEA processes and procedures, and participate in the ongoing process of capturing and maintaining CSIS data requirements;

this position involves up to 10% travel within California.

**EXAMPLES OF DUTIES**

Assess LEA training and support requirements;

assist with the development of training and support documents as required;

provide training and support to LEAs as required for implementation of CSIS SRRTS;

assist LEAs with data submission as required;

serve as a cooperative and contributing member of the CSIS Program Office team;

complete other duties as assigned.

**QUALIFICATIONS**

Knowledge of:

Demonstrated knowledge of LEA support issues and concepts;

excellent written and verbal communication skills;

local K-12 operations;

strong people-skills;

Web based applications.

Ability to:

Ability to use Microsoft applications;

train users on both Web based and Microsoft applications.

Experience:

Minimum of two years experience in client support/training function, student information systems operations or data policy analysis;

experience working with student information systems preferred.

Education:

Requires graduation from an accredited four-year college or university with a major in business, communications, technology, or a related field.

Work experience resulting in an equivalent knowledge base may be substituted for the major requirement.

Some positions may require proof of privately owned automobile insurance and possess a valid California Motor Vehicle operator's license.

**Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.**

This position is overtime exempt and has a probationary period of one year.

ST:rw

8/17/04

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Previously FieldSupportSpecCSIS.doc