



HACKENSACK PUBLIC SCHOOLS
191 Second Street, Hackensack, NJ 07601

JOB DESCRIPTION

TITLE:	Information Systems Support Specialist	
REPORTS TO:	Systems Information Coordinator/Executive Director of Technology	
DATE APPROVED:	December 18, 2024	BY: Board of Education

NATURE AND SCOPE OF JOB:

The Instructional Systems Support Specialist provides critical support in managing and optimizing the district's information systems and instructional technology applications. This role ensures the efficient operation of systems, seamless integration of instructional platforms, and assists the Systems Information Coordinator with state reporting and systems management. The position is vital to fostering a data-driven and technology-rich learning environment for staff and students.

QUALIFICATIONS:

1. An Associates or Bachelor's degree in a related field (e.g., information technology, data systems, educational technology, or a comparable discipline) is preferred.
2. Experience in managing technology in a K-12 educational setting is preferred.
3. Knowledge of instructional applications (e.g., Clever, HMH, Think Central).
4. Familiarity with Student Information Systems (e.g., Genesis SIS, OnCourse) is preferred.
5. Strong organizational, communication, and multitasking skills.
6. Ability to communicate effectively in both written and oral forms, with attention to clarity and professionalism.
7. Intermediate proficiency in Microsoft Excel and Google Sheets, specifically with formulas and data modeling.
8. Demonstrated ability to work with and manage databases, including querying, data extraction, integration.
9. Capacity to troubleshoot and resolve technical issues.
10. Ability to adapt to evolving technologies and procedures.
11. Capability to provide clear and effective training and support to users.
12. Commitment to maintaining data confidentiality and security.
13. Experience in collaborating with staff to plan, organize, and implement professional development.
14. Demonstrate leadership in budget development, fiscal responsibility, data-analysis and coordination of assessment programs.
15. Demonstrate ability to coordinate grant processes (evaluations, budget, reports, applications) for purposes of ensuring compliance with all grant requirements.

16. Demonstrate aptitude and competence for assigned responsibilities.
17. Valid driver's license and access to a reliable vehicle for travel as needed.
18. Provide proof of U.S. citizenship or legal resident alien status and required criminal background check.
19. Provide evidence that health is adequate to fulfill the job functions and responsibilities with reasonable accommodation pursuant to 42 U.S.C. 12101 and in accordance with N.J.A.C. 6:3-4A.4.

TERMS OF EMPLOYMENT:

Twelve (12) month work year; salary and benefits established between HBOE/Employee Agreement; and all conditions established by the laws of the State of New Jersey, and policies and regulations established by the Board of Education (N.J.S.A. 18A:27-4 et seq.).

PERFORMANCE RESPONSIBILITIES:

1. Systems and Data Support:

- Support the Systems Information Coordinator in managing the district's Student Information and Data Systems.
- Assist in the coordination, validation, and submission of state reports (e.g., NJ SMART, NJDOE Homeroom).

2. Instructional Technology Management:

- Manage the configuration, integration, and maintenance of instructional applications (e.g., Clever, HMH).
- Oversee the alignment of instructional tools with the Student Information System.

3. Data Integrity and Reporting:

- Maintain the accuracy and consistency of data across systems.
- Generate and provide data reports to support instructional and administrative needs.

4. Training and End-User Support:

- Deliver training to district staff on the use of information systems and instructional technology
- Provide technical support and resolve user issues through the district's help desk system.

5. System Testing and Integration:

- Participate in testing and validating system updates and new integrations.
- Ensure smooth deployment of software updates and instructional technology applications.

6. Collaboration and Communication:

- Collaborate with district staff, administrators, and IT personnel to enhance system operations and resolve issues.
- Communicate effectively to promote the successful adoption and use of data systems.

7. State Reporting and Systems Management:

- Provide support for state reporting processes, ensuring compliance and accuracy.

- Assist in the management of district data systems and workflows to meet state and district requirements.

8. Innovation and Improvement:

- Identify opportunities to enhance workflows and system integrations to improve efficiency.
- Provide recommendations for new tools and practices to optimize system performance.

9. Other Duties as Assigned:

- Perform additional responsibilities as directed by the Superintendent of Schools, Systems Information Coordinator and Executive Director of Technology to support district technology initiatives.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential responsibilities and functions of this position.

Unless reasonable accommodations can be made while performing this job, the staff member shall:

1. Sitting, standing and walking for required periods of time.
2. Speaking, listening and visual acuity.
3. Use close vision, color vision, peripheral vision and depth perception along with the ability to adjust focus.
4. Able to communicate effectively in English, verbally and in writing, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
5. Use strength to lift and/or move up to a maximum of 20 pounds to perform the functions of the job.
6. Reaching, lifting, bending, kneeling, stooping, pushing, pulling, finger dexterity, and repetitive motions, to handle objects and operate tools, computers, and/or controls.

ENVIRONMENTAL DEMANDS:

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses.
2. Occasional exposure to a variety of weather conditions.
3. Exposure to heated/air conditioned and ventilated facilities.
4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment.

5. Function in a workplace that is usually moderately quiet but that can be noisy at times.

EVALUATION:

Performance of this job will be evaluated annually in accordance with New Jersey State Law and the provisions of Board policy on evaluations.