Job Description for Data Support Specialist

Position/Title: Data Support Specialist

Department: Technology Services

Reports to: Data Support Coordinator

Work Location: CCRESA Administration Building

Work Schedule: 260-day Calendar

Salary: Technology Specialist Scale

Position Summary

The Data Support Specialist will focus on supporting the district's data management systems, including Infinite Campus Student Information System (SIS) support, Illuminate support, data reporting, and pupil accounting. This position also assists on a limited basis with basic computer and application troubleshooting, training & support.

Essential Duties and Responsibilities

- Coordinate Illuminate data warehouse data loading activities, including extracting, proofing, importing, error checking, and maintaining data imported from county student information systems (SISs). Collaborate on PowerBI reporting with instructional services.
- Collect/extract, proof, and submit state and federal student data collections including CEPI MSDS, Civil Rights Data Collection, and desk & field audits.
- Scripting, job automation, and extract/transform/load (ETL) projects.
- Coordinate Clinton County Infinite Campus Consortium (CICC). This includes user account setup and troubleshooting. Answer Infinite Campus and Illuminate phone and email questions from CCRESA and local district staff.
- Escalate support cases (trouble tickets) to IC Support as necessary and actively monitor for resolution.
- Review upcoming IC software releases (usually monthly). Attend IC software release-related webinars. Assess impact of upcoming IC software release changes on CEPI MSDS data submissions and Illuminate data warehouse daily imports. Communicate IC software release changes to CICC members and request/follow up on release installation.
- Represent CCRESA at various meetings as needed.
- Maintain competency in all activities above by attending training and conferences such as those offered by IC, MICUG, Illuminate, and MPAAA.
- Manage and execute school closure messages.
- Conduct one-on-one and small group training sessions as needed.

- Assist with activities to integrate data flow between diverse applications.
- Create and maintain support tickets using the Help Desk software and answer the Help Desk phone.

Occasional Computer Support Duties and Responsibilities

- Install, troubleshoot, and maintain district computers, printers, and peripherals.
- Provide basic operating system and application support for end users on common software platforms that are used in the county.
- Provide basic network support to troubleshoot network related problems and escalate as appropriate.
- Support instructional technology and multimedia equipment including interactive whiteboards, document cameras and data projectors.
- Assist with the tracking and inventory of technical assets.
- Regular attendance.

The above statements are intended to describe the general nature and level of work being performed by a person in this position. They are not to be construed as an exhaustive list of all job duties that may be performed by such a person.

Supervisory Responsibilities

Not Applicable

Qualifications

Bachelor's degree with related coursework (or equivalent combination of education and experience) is desired. A degree with an emphasis in information systems, project management, technology or administration is desired.

Experience

Three to five years of experience in technology. Previous work experience in a Michigan school district desired.

Other Knowledge, Skills, and Abilities

Ability to effectively manage multiple responsibilities, prioritize and execute tasks and meet deadlines in a high-pressure environment. Ability to establish and maintain effective working relationships with those contacted in the course of work including a variety of district staff, constituent district staff, community groups and vendors. Extensive experience working in a team-oriented, collaborative environment. High degree of problem-solving skills to analyze, plan and develop solutions for multiple technically complex problems. Excellent written and verbal communication skills on a one-to-one basis, and with groups, including providing technical information in non-technical terms.

Physical Demands

Physical demands of the job are as follows:

1. Must be able to remain in a stationary position 50% of the time.
2. Occasionally positions self to maintain files in file cabinets.
3. Occasionally positions self to maintain files on shelves

Work Environment

Normal office environment. It is also anticipated that some stress will be associated with this position primarily due to deadlines and irregular workflow. It is necessary that the individual have the capacity to remain calm, considerate, and tactful.

Position Type/Expected Hours of Work

Some flexibility in hours is allowed, but employee is generally expected to work 5 days at the CCRESA Office/Local Constituent Districts/at a location that compliments the type of work completed and facilitates services per week, 7.5 hours per day and be available during the core work hours of 9:30 a.m. to 3:30 p.m. (lunch hour permitted). Deviations to the generally expected schedule is allowed if approved in advance by the supervisor. Occasional evening and weekend work may be required as job duties demand.

Travel

The employee will be expected to travel between the school districts in Clinton County and to other Michigan Intermediate School Districts on occasion.

TO APPLY

Please click here to apply, or refer to the CCRESA website at **ccresa.org** and click on the **Job Opportunities** tab at the top of the page.

It is the policy of the Clinton County Regional Educational Service Agency (RESA) that no discriminatory practices based on sex, pregnancy, childbirth, and related medical conditions; sexual orientation; and gender identity, race, religion, color, age, national origin, disability, height, weight, marital status, political affiliations and beliefs, or any other status covered by federal, state or local law be allowed in providing instructional opportunities, programs, services, job placement assistance, employment or in policies governing student conduct and attendance. Any person suspecting a discriminatory practice should contact the Special Education Director, 1013 South US-27, St. Johns, MI 48879, email rthelen1@ccresa.org, or call 989-224-6831.h

CLINTON COUNTY RESA
Clinton County Regional Educational Service Agency

An Invitation to Join CCRESA

Who We Are

We are delighted that you are considering joining Clinton County Regional Educational Service Agency (CCRESA), an organization dedicated to providing exceptional educational and support services for all learners.

At CCRESA, we believe our people are our greatest strength. Every role within our agency, whether in classrooms, support services, leadership, or operations, contributes to creating meaningful opportunities for students, families, and educators across Clinton County.

What You'll Find at CCRESA

- **Mission-Driven Work** - Our mission guides everything we do: to provide quality services for learning through innovative collaboration, communication, and leadership. At CCRESA, you'll be part of a team that turns those words into action every day by supporting districts, empowering educators, and improving outcomes for students.
- **Shared Core Beliefs** - These beliefs shape our decisions, our interactions, and our collective purpose. We believe that:
  - Everyone deserves an environment that is nurturing, safe, respectful, and provides a sense of belonging;
  - Education is a shared responsibility of the home, school, and community;
  - All students are unique individuals who learn, have a purpose, and can contribute to society;
  - In providing high-quality and equitable services and leadership to those who we serve;
  - Instructional decisions and design practices are based on the needs of the whole learner;
  - Expectations, effort, instruction, relationships, and results matter.
- **Commitment to Excellence and Innovation** - We are proud to lead with curiosity and creativity. Whether developing new initiatives, expanding partnerships, or strengthening existing systems of support, CCRESA is a place where innovation is encouraged and excellence is expected.
- **Professional Growth and Support -** At CCRESA, learning never stops. We invest in the development of our staff through ongoing professional learning, leadership opportunities, and collaboration with talented colleagues who share a passion for education and service.
- **Impact That Matters** - Every role at CCRESA has a ripple effect—supporting educators, shaping programs, and improving outcomes for students across Clinton County. Here, you'll know your work matters.
- **Comprehensive Benefits** - We offer competitive compensation and a benefits package that supports the well-being of our employees and their families.

If you are passionate about education, inspired by service, and energized by collaboration, we invite you to explore a career with Clinton County RESA. Together, we can continue to provide exceptional educational and support services that make a lasting difference for all learners.