

JOB DESCRIPTION

MANAGEMENT INFORMATION SYSTEM (MIS) USER SUPPORT ANALYST (MUNIS)

Class Code: 8505

TITLE: Management Information System (MIS)
User Support Analyst (MUNIS)

REPORTS TO: Manager Technology

SUPERVISES: N/A

JOB FUNCTION: Direct and coordinate Management Information System (MIS) support; maintain and produce documentation for (MIS); support users and provide problem resolution; administer security that relates to the MIS for the District.

DUTIES AND RESPONSIBILITIES:

- Direct and coordinate ad hoc reporting efforts related to the MIS; maintain and produce documentation for the existing computer systems in the District.
- Maintain records and coordinate efforts to process and correct user computer problems involving the MIS software; advise systems development personnel and assist in troubleshooting user problems.
- Assist in determining information services objectives and priorities related to needs assessment and information gathering efforts related to the MIS.
- Maintain password security for authorized access to computers and local area networks.
- Assure adherence to standards relating to applications, programming, job control language, documentation, operation procedures and production activities.
- Monitor user training needs and develop user guides to assure effective system utilization by the user.
- Serve as liaison between MIS vendors and users.
- Perform other duties as assigned.
- Maintain regular attendance.

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KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- ~~RS6000 System Administration~~
- ~~Network databases such as MS sql or Informix~~
- SQL Server Management Studio, SQL Server Business Intelligence Development Studio
- Instructional level understanding MIS's, database structures and on-line applications
- MS Word, MS Excel, MS PowerPoint, ~~MS Publisher~~, and Internet Explorer
- MIS Security
- Disaster recovery concepts
- MIS coordination of beginning/end of fiscal year with Financial Services and auditors
- Policies and objectives of assigned program and activities
- District organization, operations, policies and objectives
- Interpersonal skills using tact, patience and courtesy

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ABILITY TO:

- Direct and coordinate ad hoc reporting related to management information
- Work with and develop SSRS reports,
- Use SSIS to facilitate data interchange from various sources..
- Maintain and produce documentation for the existing computer systems
- Maintain records and coordinate efforts for supporting user efforts and problem resolution
- Maintain privacy with sensitive information
- Troubleshoot software bugs and issues
- Provide technical assistance to District computer systems users
- Work with minimal direct supervision
- Maintain current knowledge of technological advances in the field
- Analyze situations accurately and adopt an effective course of action
- Plan and organize work
- Meet schedules and timelines
- Establish and maintain cooperative and effective working relationships with others

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PHYSICAL DEMANDS:

- Work is performed while standing, sitting and/or walking.
- Requires the ability to communicate effectively using speech, vision and hearing.

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- Requires the use of hands for simple grasping and fine manipulations.
- Requires bending, squatting, crawling, climbing, reaching.
- Requires the ability to lift, carry, push or pull light weights, up to 30 pounds.

EDUCATION AND EXPERIENCE:

- Bachelor's degree plus three years as a successful lead MIS user in a school district or three years increasingly responsible experience performing support for online applications. Certified School Financial Manager (CSFM) certification preferred.

LICENSES AND OTHER REQUIREMENTS:

Original Date: 09/2008

Revision Date: 07/2011

Revision Date: 07/2012

Revision Date: 09/2015