



Position: Data Services Assistant

Location: K-12 Solutions Group - **Commerce, GA**
of openings: 1
Employment duration: **Full-time – In-Person**
Pay range: **TBD**

Submit Resume to:

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Position Description

The K-12 Solutions Group Technical Assistance is responsible for working directly with the Data Services Specialist II to complete technical service requests from our Infinite Campus customers in Georgia.

Job Responsibilities

- Gain an understanding of the Infinite Campus Student Information System.
- Gain a basic knowledge of the Infinite Camps database structure and schema.
- Assist in completing customer service requests
- Perform data entry accurately
- Work cooperatively with the K12SG Support Team to assist with customer support cases.
- Communicate effectively and professionally with customers
- Gain basic SQL knowledge
- Access Infinite Campus customer data adhering to all security practices and protocols of K-12 Solutions Group and Infinite Campus.
- Other duties as assigned

Desired Background

- Previous experience using Infinite Campus SIS
- Previous experience in database management
- Technical Certification or Bachelor’s Degree
- Time management skills and close attention to detail
- Both soft and technical customer service skills, along with a customer-focused delivery, are required.
- Demonstrated communication (verbal and written), organization, and team skills
- Ability to work both independently and as part of a team.
- Ability to multi-task and work in a multi-application environment
- Highly motivated, dynamic professional
- Team oriented

Performance Expectations

- Perform job responsibilities as directed with a high degree of quality and professionalism.
- Establish and maintain positive and productive work relationships with K12SG staff and customers.
- Demonstration of time management and organization
- Detail oriented
- Minimal job-related travel 2-3 times annually
- Participate in self-directed professional development.