

Records Technician

The Records Technician provides support of records management and retention activities for Baltimore City Public Schools (City Schools), including the fulfillment of transcript requests. The Records Technician will collaborate with staff across City Schools and provide records management training for Records Liaisons and other City Schools employees, as appropriate. The Records Manager will support the Records Technician in the timely transfer of permanent records to the Maryland State Archives and disposal of records in accordance with state law and City Schools records retention schedules. The Records Technician will provide technical support and assistance in the processing, management and reporting of student records, student transcripts, and subpoenas.

Essential Functions

- Assists in providing systemic support and assistance in the management of records, student records, and
- Designs and maintains moderately complex records tracking
- Develops and maintains moderately complex work-flow diagrams and electronic
- Recommends records management procedures and processes.
- Creates and maintains tracking systems for deployment of resources, communications with central office departments and schools, and communications with parents, students, and external agencies.
- Organizes and maintains records
- Ensures that systems and system changes are properly documented.
- Organizes and assists in the installation of hardware and software as requested within the Records Management department.
- Responsible for moderately complex tasks relating to network monitoring, operations, installation, and/or maintenance.
- Assists in the implementation of customer support Responds to requests and inquiries regarding records and transcripts.
- Maintains a proficient technical knowledge of City Schools' student information programs, databases, operating system, and student data retrieval process.
- Utilizes tact and exercises good judgment in interacting with the general public, school and central office personnel.
- Participates in the training programs offered to increase technical knowledge, interpersonal and communication skills, and proficiency.

- Develops and maintains files and record systems requiring knowledge of complicated, innovative indexing methods using Scribbles, SharePoint, the Central Records Repository, and any other system adopted for records management and retrieval.
- Compiles reports, forms, and summaries for superior, reviewing and investigating a variety of data sources to secure complete and accurate subpoena and transcript information.
- Organizes office tasks and activities and ensures completion of assigned
- Recommends and implements work procedures to improve efficiency or to accommodate changes in operations or new functions.
- Provides information and assistance to the public, including representatives of private organizations, colleges, universities, employment agencies, law firms, health departments, students, and their
- Assists in executing forms or obtaining services in situations requiring unusual tact or approaches that differ from normal work
- Performs and promotes all activities in compliance with equal employment and nondiscrimination policies; follow federal laws, state laws, school boards policies and the professional standards.

Minimum Salary\$24.71

Maximum Salary\$30.62

Desired Qualifications

- High school diploma or
- Two or more years directly related experience in the processing and management of records and information or office support experience.
- Experience working with Student Management System (SMS), Microfiche, Paper Vision, SASI or similar student information database.
- Experience working in a K-12 education work environment
- Other equivalent combinations of education, training, and experience that provide the knowledge, skills, and abilities may be considered.
- Excellent written and oral communication
- Good organization and interpersonal skills.
- Knowledge of electronic and manual recordkeeping
- Knowledge of procedures and processes associated with managing electronic

- Knowledge and skills in utilizing and extracting data from centralized operating systems and
- Proficient in the use of technical computer applications particularly the Microsoft Office suite.
- Ability to develop and maintain records tracking systems and
- Ability to function independently and to effectively handle multiple priorities with competing deadlines Ability to interact effectively with parents, students, and staff.

Full time

Additional Details

Qualified candidates for the above position must submit the following:

- Completed online application
- Resume that clearly demonstrates the above minimum qualifications. It is important that you include all experiences and education related to the position to which you are applying.
- Upload copies of all transcripts -undergraduate, graduate and all MSDE Certifications
- Must provide three (3) professional references to include: name, title, business address, e-mail address and phone number
- All documentation/certification necessary (scanned copies accepted) to substantiate minimum qualifications; must be uploaded into application
- All documentation must be scanned and uploaded to application

Benefits -- This position is eligible for benefits. To review the available options please see the information relevant to the union for this position by viewing the following link: <http://www.baltimorecityschools.org>

Baltimore City Public Schools ("City Schools") does not discriminate in its employment, programs, and activities based on race, ethnicity, color, ancestry, national origin, nationality, religion, sex, sexual orientation, gender, gender identity, gender expression, marital status, pregnancy or parenting status, family structure, ability (cognitive, social/emotional, and physical), veteran status, genetic information, age, immigration or citizenship status, socioeconomic status, language, or any other legally or constitutionally protected attributes or affiliations. Discrimination undermines our community's long-standing efforts to create, foster, and promote equity and inclusion for all. Some examples of discrimination include acts of hate, violence, harassment, bullying, or retaliation. For more information, see Baltimore City Board of School Commissioners Policies [JBA \(Nondiscrimination - Students\)](#), [JBB](#)

[\(Sex-Based Discrimination - Students\)](#), [JICK \(Bullying, Harassment, or Intimidation of Students\)](#), [ACA \(Nondiscrimination - Employees and Third Parties\)](#), [ACB \(Sexual Harassment - Employees and Third Parties\)](#), [ACD \(ADA Reasonable Accommodations\)](#), and [ADA \(Equity\)](#), and the accompanying City Schools Administrative Regulations. City Schools also provides equal access to the Boy and Girl Scouts and other designated youth groups. [Link to Full Nondiscrimination Notice.](#)

This position is affiliated with the Paraprofessionals and School Related Personnel (PSRP) bargaining unit.

This position is affiliated with the City Retirement Plan.