

JOB DESCRIPTION
San Diego County Office of Education

Manager, Student Data Systems

Purpose Statement

Under general direction, the Manager, Student Data Systems will oversee the operations of the student information system (SIS) utilized by the San Diego County Office of Education (SDCOE), manage updates and revisions to the system, provide day-to-day training, user support, third-party integrations, and reporting components for participating school districts within the County and State. The Manager is also responsible for ensuring accuracy and compliance with regulations for CALPADS and other electronic state and federal reporting systems, and will train, supervise, and evaluate the performance of assigned technical staff.

Diversity Statement:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:

- Directs the day-to-day operations of the Student Information System team, assuring high quality support for SIS clients during regular hours of operation.
- Participates in unit meetings, in-service training, workshops, etc. (e.g., Reports, special studies, and projects, etc.) for the purpose of conveying and/or gathering information required to perform job functions.
- Provides quotes and communicates with stakeholders to manage expectations regarding timelines and pricing, and drafts contract amendments to reflect subscription changes.
- Oversees the implementation of Synergy SIS and add-on modules such as MTSS, Online Registration, Gradebook, and Assessment.
- Captures and communicates changing and emerging data requirements for state reporting and records transfer to remain compliant.
- Conducts, facilitates, and documents meetings to identify business processes and information needs for required system functionality and enhancements.
- Performs personnel administrative functions for assigned personnel (e.g., hiring, counseling, training, supervising, evaluating, providing professional development opportunities, etc.) for the

purpose of maintaining necessary staffing, enhancing productivity of staff, and ensuring necessary department/program outcomes are achieved.

- Oversees the technical integration between the student information system and third-party data systems such as emergency notification systems and various data and assessment systems in use by districts.
- Develops and coordinates training and support materials (e.g., calendars/schedules, guides, job aids, handouts, web pages, videos, web-based documents, etc.) for the purpose of providing a variety of presentation mediums for learning facilitation in training session to individuals, small and/or large groups in both formal and informal settings.
- Manages and creates data reports, performs file transfers and data conversions for the purpose of meeting local, state and federal timelines
- Develops and maintains effective relationships and collaborates with district contacts, SIS vendors and state representatives to facilitate smooth communication channels and customer service.
- Assists school districts and charter schools with developing best practices in managing student information.
- Assists SDCOE programs, school districts, and charter schools with collecting, compiling, validating, and analyzing data for a wide variety of narrative, graphic, and statistical reports and applications.
- Maintains Student Information Systems master contract and independent district contracts. Ensure vendor is adhering to terms. Recommend changes to pricing structures based on number of consortium users, vendor pricing and utilization of modules. Respond to Student Information System related RFPs to include SIS, Assessment, Online Registration and MTSS.
- Coordinates system related events (e.g., webinar training sessions, Synergy Consortium meetings, on-site training, district-wide announcements for CALPADS, one-off patches, window updates, etc.) for the purpose of maintaining an efficient, unified and fully integrated technology system.
- Plans and maintains annual budgets allocations, expenditures, fund balances and related financial activities for the purpose of ensuring accuracy and within budget limits and/or fiscal practices comply according to established guidelines.
- Designs and implements test plans for the purpose of overseeing system testing to ensure accuracy and efficiency, assessing functionality, identifying program errors, analyzing results and making recommendations for improvement or implementation of system applications changes and enhancements.
- Provides technical expertise to SDCOE and school district personnel and administrators for the purpose of providing information and/or assisting in identifying and resolving issues/problems.
- Researches topics related to current and emerging technology for the purpose of ensuring program compliance with established requirements and maintaining current knowledge of applicable regulations.

Other Functions

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Knowledge and Abilities:

KNOWLEDGE of:

Federal, state, and local laws and administrative regulations and requirements related to student information data reporting for California schools;

Current laws, guidelines, regulations and rules related to student information systems and storage of sensitive or confidential data within databases;

Student information systems (operational experience required with one or more of the leading SISs; i.e., Aeries, Infinite Campus, PowerSchool, Synergy etc.);

Customer service techniques and excellent interpersonal skills and techniques;

Federal, state, and local laws and administrative regulations and requirements related to student information data reporting for California schools;

Project management techniques and methodologies, including work planning, scheduling, measurement and reporting;

Change control in multiple environments such as Production, Staging, Test, Development;

System redundancy and failover, both manual and automatic; system backup, archive and restore, system implementation planning for large systems with 1000+ users;

Management and supervision;

ABILITY to:

Read, interpret, apply, and explain laws, codes, rules, regulations, policies and procedures;

Maintain current knowledge of laws, rules and regulations related to student information and data storage;

Apply technical knowledge using a structured troubleshooting methodology to successfully resolve user problems;

Communicate effectively both orally and in writing;

Utilize interpersonal skills of courtesy, tact, diplomacy, patience and professionalism;

Maintain confidentiality of sensitive and privileged information;

Analyze situations accurately and adopt an effective course of action;

Meet assigned schedules and timelines;

Work independently with little direction;

Maintain of a variety of records related to assigned activities

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 50% sitting, 30% walking, and 20% standing. The job is performed under minimal temperature variations and under conditions with some exposure to risk of injury and/or illness.

Experience: Five (5) years of increasingly responsible experience in a position involving the use of automated computer records system, including two (2) years of specialized experience in

student information systems, project management and supervision, and supervision of technical staff, and;

Education: Bachelor's degree in Computer Science, Information Technology or related field or;

Equivalency: A combination of education and experience equivalent to a bachelor's degree in computer science, information technology or related field, and five (5) years of increasingly responsible experience in a position involving the use of automated computer records system, including two (2) years of specialized experience in student information systems, project management and supervision, and supervision of technical staff.

Required Testing

N/A

Certificates

Valid CA Driver's License

Continuing Educ./Training

N/A

Clearances

Criminal Background Clearance

Criminal Justice Fingerprint/Background Clearance

Drug Test

Proof of physical examination including TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 044

Personnel Commission Approved: April 13, 2022