

STUDENT INFORMATION SPECIALIST

Reports to: Varies according to assignment

Division: Varies according to assignment

Our ideal candidate

You are able to perform specialized and complex administrative work in support of your program with considerable independence and close attention to detail. You are an effective communicator and take pride in providing great service. You are a skilled professional, a team player, and you consistently strive to do your best.

General description

Under general direction, perform a variety of specialized administrative work in support of assigned program, including but not limited to: serving as a lead in maintaining and supporting one or more assigned student information systems; administering a program or function, such as Workability, that involves external stakeholders; and coordinating programs or functions, such as MediCal administrative activities, to ensure availability of student services and sustainability of departmental funding.

Specific duties and responsibilities

- Receive and enter data into a variety of student information systems and databases and enterprise systems used for departmental administration; verify accuracy and correct sequencing of information and compliance with state and federal regulations; maintain and verify electronic files of staff and student data and ensure that all necessary documents have been obtained and uploaded to the relevant databases; identify, investigate, and resolve data issues, errors, and discrepancies; inform staff of errors or out-of-compliance items; collaborate with SBCEO and direct service district colleagues to resolve discrepancies; edit and revise data after thorough reconciliation; certify the accuracy of data transmitted to the state on behalf of own department or direct service districts.
- Prepare data for submission in a variety of required local, state, and federal reports as requested or according to established timelines; document explanations for service delays and other issues that may be reflected in reports; depending on system, may upload reports for SBCEO and direct service districts, ensuring the accuracy of data; may write code to ensure proper upload of report to database.
- Extract and organize staff and student information from databases in order to produce statistics, reconcile internal data, or provide data to staff conducting assessments, audits, and statistical tests of levels of service, academic outcomes, and student demographics.
- Individually or as part of a team, develop procedure manuals, flowcharts, PowerPoint presentations and other materials to help other users understand requirements, timelines, and data collection procedures of various databases; train staff on the use and implementation of various databases; attend training sessions on various databases and evolving state and federal regulations.
- Serve as a primary point of contact for families, staff, administrators, and other stakeholders with regard to student and SBCEO program data; process legal documents such as requests from parents, attorneys, state compliance agencies, courts, auditors, and districts; maintain the confidentiality of information, records, and files; represent SBCEO with representatives of state agencies and auditors.

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- Resolve student information system software and data communication issues, and serve as liaison with software vendors for advanced troubleshooting.
- Administer assigned programs, including: collaborating with administrators and staff within own department and in local districts; reviewing documentation to ensure accuracy; conducting outreach to increase participation in program; monitoring student hours and other metrics to ensure program compliance with scope of work and other funder requirements.
- Coordinates programs and processes such as MediCal Random Moments to ensure staff participation and help secure appropriate MediCal reimbursement.
- Compose and prepare a variety of correspondence, memoranda, reports, and other documents from oral instructions or rough drafts.
- Prepare routine budget reports.
- Maintain and enhance division website by posting content and ensuring accessibility to users of all ability levels.
- Coordinate meetings and workshops to support program stakeholders.
- Participate in the inventory, distribution, and collection of state student testing materials.
- Perform related duties as assigned.

Requirements

Education: Possession of a high school diploma or equivalent is required. Completion of 48 semester units or 72 quarter units of college coursework in education, business, information systems, or other related topics is desirable.

Experience: Two years of clerical or administrative experience working with databases, student information systems, or equivalent records-based information systems.

Knowledge of:

- Modern office practices, procedures, and equipment
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Telephone etiquette
- Email etiquette
- Record-keeping practices
- Standard office productivity software applications
- Student and employee information systems and databases or comparable records-based information systems

Ability to:

- Plan, organize, prioritize, and schedule work
- Work independently and make sound decisions within appropriate limits of authority
- Analyze available information and determine an appropriate course of action
- Achieve proficiency in data control procedures, reporting requirements, and other aspects of administering assigned student information system or database
- Develop new and revised work methods and procedures
- Coordinate work of district or SBCEO partners over whom one has no supervisory authority
- Understand and follow oral and written directions
- Communicate effectively both orally and in writing

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- Work with speed and accuracy
- Establish and maintain effective working relationships with others
- Meet schedules and deadlines
- Maintain confidentiality of files, records, and other sensitive material
- Maintain records and prepare reports, using computerized databases or manual data collection
- Perform arithmetic calculations
- Learn operations, policies, practices, and objectives of County Education Office and assigned program
- Learn state and federal data collection procedures

Licenses and certificates

Some positions may require a valid California driver's license.

Working conditions

Positions in this classification are considered generally sedentary. Most work is performed while sitting at a desk and usually involves extensive use of computers, telephones, and other office equipment. Strenuous physical activity - such as lifting and carrying heavy objects, crawling, or stooping - is not generally associated with these positions. These positions are not typically exposed to significant safety hazards.

Series

Administrative Support

Salary range 72

<i>Approved by the Personnel Commission:</i>	March 22, 2004
<i>Revised:</i>	February 16, 2017
<i>Revised:</i>	July 30, 2020