

COORDINATOR, STUDENT INFORMATION SYSTEMS

Reports to: Assistant Superintendent, Special Education

Division: Special Education

Our ideal candidate

You are able to master complex information systems and help other users achieve proficiency in using them. You are an effective leader who works with considerable independence and close attention to detail. You are an effective communicator and take pride in providing exceptional training and outstanding service. You are a skilled professional, a team player, and you consistently strive to do your best.

General description

Under general direction, provide leadership and expertise in the establishment, maintenance, modification, and administration of a variety of student information systems used by SBCEO and direct service districts; provide operational guidance and policy direction to SBCEO and direct service district colleagues to ensure data integrity and accuracy of reporting.

Specific duties and responsibilities

- Function as a resource and internal expert for SBCEO and direct service school districts on a variety of student information systems.
- Develop policies for all system users related to the use, maintenance, and administration of student information systems.
- Attend all trainings and meetings related to such systems to stay current with evolving state and federal regulations; formulate and facilitate the implementation of changes to current practices to align with changes to state and federal reporting requirements; serve as liaison with local districts and internal departments regarding updates and changes to data collection requirements.
- Develop procedure manuals, flowcharts, PowerPoint presentations, and other materials to help users understand requirements, timelines, and data collection and reporting procedures of various systems; coordinate and facilitate training workshops for users on the requirements and updates of various systems; identify staff to be trained.
- Ensure security of student information system by establishing policies and procedures for controlling access to databases, creating new accounts for authorized users, and granting appropriate rights; confirm that SBCEO users review and adhere to rules governing user behavior.
- Review and validate data submitted to a variety of student information systems for completeness and reasonability; 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.
- Correlate and reconcile data relationships throughout the student information system and state and federal databases; identify, investigate, and resolve errors and discrepancies in a variety of student information systems used by SBCEO and direct service school districts; inform system users of errors or out-of-compliance items and collaborate with them to resolve discrepancies; edit and revise data after thorough reconciliation; certify the accuracy of data transmitted to the state on behalf of SBCEO or direct service districts.

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- Prepare data for submission in a variety of required local, state, and federal reports as requested or according to established timelines; submit and review required data transmissions via batch or online; 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, submit reports, or provide data to staff conducting assessments, audits, and statistical tests of levels of service, academic outcomes, and student demographics.
- Serve as SBCEO liaison with Special Education Local Plan Area (SELPA) on student information system used for individualized education plans; provide status reports to SBCEO and district administrators.
- Serve as a primary point of contact for staff, administrators, and other stakeholders with regard to student and SBCEO program data; process legal documents such as requests from 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.
- Represent SBCEO on statewide data group (COE) meetings;.
- Resolve student information system software and data communication issues, including the mapping of data from student information systems to state databases, and serve as liaison with software vendors for advanced troubleshooting; coordinates with SBCEO and district technical staff in planning system upgrades and maintenance.
- Compose and prepare a variety of correspondence, memoranda, policies and procedures, reports, and other documents.
- Perform related duties as assigned.

Requirements

Education: Possession of a bachelor's degree in education, business, information systems, or other related field. Appropriate related experience may be substituted for the education requirement on a year-for-year basis.

Experience: Two years of experience administering databases, student information systems, or equivalent records-based information systems. Experience using CALPADS and/or experience in K-12 public education is preferred.

Knowledge of:

- Principles of database administration
- Methods, procedures, and practices for information management in a computerized environment
- Methods, procedures, and practices for statistical data analysis
- Data collection and clean-up strategies
- Applicable laws, codes, regulations, and procedures, including those related to data and personal information security
- Modern office practices, procedures, and equipment
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Telephone etiquette
- Email etiquette
- Record-keeping practices

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- Standard office productivity software applications
- Student and employee information systems and databases or comparable records-based information systems

Knowledge of CALPADS and student information systems used by school districts is desirable.

Ability to:

- Learn federal and state data collection procedures
- Learn operations, policies, practices, and objectives of County Education Office and districts
- Learn, apply, and explain rules, regulations, policies, and procedures related to student information systems
- Navigate and interface with a variety of school and district data systems
- Conduct queries and extract data from data systems and files
- Achieve proficiency in data control procedures, reporting requirements, and other aspects of administering assigned student information system or database
- Analyze available information, reach sound conclusions, and determine an appropriate course of action
- Plan, organize, prioritize, and schedule work of self and others
- Work independently and make sound decisions
- Develop new and revised policies, work methods, and procedures
- Coordinate work of district or SBCEO partners over whom one has no supervisory authority
- Represent department and SBCEO effectively with internal and external contacts
- Understand and follow oral and written directions
- Communicate effectively both orally and in writing
- Work with speed and accuracy
- Establish and maintain effective working relationships with others
- Exercise tact and diplomacy
- Meet schedules and deadlines
- Maintain confidentiality of files, records, and other sensitive material
- Perform arithmetic calculations

Licenses and certificates

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

Working conditions

This classification is 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 this classification. An incumbent would not typically be exposed to significant safety hazards.

Management salary range 14

Approved by the Personnel Commission:

October 28, 2021