JOINT POWERS AUTHORITY TECHNICIAN

Purpose Statement:
Under general supervision, the Joint Powers Authority (JPA) Technician performs a variety of technical and clerical duties to support the Joint Power Authority Unit, including reviewing and processing claims and claims payments and provides systems and data support for JPA Program.

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:

- Enters and reviews claim data for accuracy and correct classification within the Claims Management system.

- Processes the audit and distribution of claim payments, reviewing special payment instructions, and ensuring the confidentiality of attached information.

- Inputs, imports and exports data into assigned local and web-based JPA data management systems, such as the JPA Learning Library and Claims Management systems.

- Responds to user requests for assistance such as the preparation of standard or customized reports, method of operation to input or extract data, and interpretation of final reports.

- Researches user problems and determines solutions on system applications, including identifying potential security vulnerabilities or data access issues reported by users.

- Trains and assists, onsite or remotely, school districts, charter schools, partner agencies, and SDCOE personnel in the use of assigned JPA data management systems to meet client needs.

- Develops and maintains training materials and delivers related presentations for the assigned JPA programs.

- Works with system users and programming staff to identify and implement needed enhancements and changes, defining system requirements, and resolving user issues.

- Performs security configuration tasks including setting up users, workflow, roles, and user

preferences; ensures these configurations adhere to established SDCOE security policies and guidelines.

- Reviews training modules to help ensure compliance with labor code, assembly bills and other sources.
- Organizes and maintains records regarding assigned systems, timelines, user requests and troubleshooting of needs for each school district and/or program.
- Attends and participates in meetings as needed regarding system updates, security protocols, and risk assessments relevant to assigned systems.
- Identifies and reports potential risks or compliance issues observed during system use or maintenance.

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:
Basic knowledge of insurance terminology and coverages;
Database management techniques and practices;
Basic information security principles;
Intermediate-level MS Excel and other data spreadsheets;
Data extraction and report preparation techniques;
Principles and practices of customer service;
Interpersonal skills including tact, patience and courtesy;
Record-keeping and filing techniques;
Oral and written communication skills;
Operation of computers and peripheral equipment.

ABILITY TO:
Promote a human-centered culture that elevates the strengths of others creating a sense of belongingness;
Practice cultural competency while working collaboratively with diverse groups and individuals;
Develop a thorough technical knowledge of the structure, applications, and operation of assigned data systems;
Identify, analyze, and reconcile data discrepancies;
Communicate effectively orally and in writing;
Make effective technical presentations to individuals and groups;
Perform duties with accuracy and attention to detail;
Demonstrate attendance sufficient to complete the duties of the position as required.

Working Environment:
ENVIRONMENT:
Duties are typically performed in an office setting.

May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:
Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for   extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education: High school diploma or equivalent document; and

Experience: Three (3) years of experience managing data, maintaining records, and extracting data for reports in a risk management or claims environment; or

Equivalency: A combination of education and/or experience equivalent to a high school diploma or equivalent document and three (3) years of experience managing data, maintaining records, and extracting data for reports in a risk management or claims environment.

Required Testing   Certificates, Licenses, Credentials
N/A   N/A

Continuing Educ./Training   Clearances
N/A   Criminal Justice Fingerprint/Background Clearance
                                      Physical Exam including drug screen
                                      Tuberculosis Clearance

FLSA Status: Non-Exempt

Salary Grade   Classified Support Grade 052

Personnel Commission Approved: June 18, 2025