



## COORDINATOR, APPLICATIONS SUPPORT

### DEFINITION

Under general direction, plans, organizes and coordinates support functions for assigned data systems including, but not limited to the statewide student data tracking system (CALPADS), and Office programs' student information system; serves as the technical expert and primary liaison between data system support staff, the Office, and school district users; coordinates with program managers to ensure timely data collection and accurate submission of local, state and federal reports; ensures data systems hardware and software run productively and coordinates maintenance and repair of computer systems as required; organizes and implements system user training; collaborates with teams, stakeholders, vendors, and contractors on data systems interoperability, application integration and student data privacy compliance; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

### CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Applications Support series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, organizes and coordinates the collection, data entry and reporting of all data for student programs; establishes data reporting priorities and timelines; manages reporting assignments to ensure timely completion.
- Develops, documents and implements data governance processes and methods to be used by staff maintaining student data; ensures that data is managed uniformly and accurately, and that submissions comply with established statutory standards and procedural requirements; creates and reviews procedural documentation to ensure data quality standards are being met.
- Oversees the installation of student system software and ensures data systems are operating effectively; arranges contracts with third-party vendors to provide data system maintenance and records storage; performs regular security audits of Office data systems including annual audit.
- Coordinates data integration between systems to ensure functionalities meet vendor requirements and users' needs; monitors application performance and use on an on-going basis; perform year-end roll over database functions; acts as liaison with vendors to address issues, bugs and customizations.

- Provides solutions and processes to operationalize program requirements and to improve efficiencies, as needed by stakeholders and applications users; coordinates communications and information sharing on data governance issues such as student data privacy and cybersecurity.
- Provides technical support to parties involved in the collection, verification, computer entry and reporting of student data; documents service tickets in a timely manner to provide sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Ensures all Office educational applications comply with federal and state student data privacy laws; reviews application privacy policies and secures student data privacy agreements; manages the data privacy agreement database.
- Provides support to the Office and County school districts on application procurement, including vetting for student data privacy compliance.
- Supports County school district data administrators by documenting and sharing resources and promoting network collaboration on state and federal reporting; acts as a technical resource and provides consultation to districts on data governance around CALPADS and state assessment data, including mapping data to users and identifying critical time periods and reports.
- Develops instructional materials and presents training seminars on all aspects of managing and reporting student data, student data privacy, and application privacy review.
- Collaborates with Integrated Technology Services (ITS) and other Office staff on technology-related initiatives; participates in building and implementing department and unit strategic plans; assists in the development of the unit's budget.
- Stays abreast of current trends and developments in data governance, privacy, and security by attending courses and system training, reviewing professional publications, and conferring and collaborating with other data system users and data privacy user community.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

#### **Education:**

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in database administration, business, human resources, public administration, or related field.

#### **Experience:**

- Five (5) years of increasingly responsible experience working with automated business and/or student data system operations.

### **Licenses and Certifications:**

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

### **Knowledge of:**

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Statutory regulations, policies and procedures applicable to student data management and reporting

- requirements and student data privacy.
- Principles and purposes of data governance policies and procedures and data collection, organization, formatting, and reporting techniques used to ensure consistency and data integrity.
- Operation and integration of educational software on multiple computer platforms; software installation methods and start-up procedures; basic computer system hardware/software diagnostic techniques.
- Basic information technology project management principles.
- Cybersecurity, disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and SMCOE staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Understand complex issues and specialized information.
- Work with information and raw data and develop meaningful conclusions for decision making.
- Adapt ways of thinking and working in response to changing job requirements and legal mandates.
- Summarize complex information and write instructional materials; deliver oral presentations for large groups of data system users.
- Think through issues and develop alternatives to solve problems; evaluate alternatives and decide on an appropriate course of action.
- Break down issues or problems into component parts to identify root causes and effects.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various SMCOE sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.