

MANAGER, LEARNING ANALYTICS

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the Center for Learning Analytics within the Research and Systems Planning Department (RSP); leads the strategic design and implementation of data-driven research projects to support educational decision-making, program evaluation, and continuous improvement for Local Education Agencies (LEA), Early Learning State funded programs, and community-based organizations (CBO) in San Mateo County; develops and implements data governance policies, analytics frameworks, and initiatives; oversees data systems, contracts, and agreements; ensures the integrity and security of data related to analytics projects; ensures compliance with organizational objectives and regulatory requirements; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned administrator. Exercises direct supervision over professional, technical, and/or administrative staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating data-driven research projects to support educational decision-making, program evaluation, and continuous improvement for Office and district services. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and ensuring compliance with regulatory requirements. Incumbents serve as a resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

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 directs the execution of research and evaluation studies related to educational programs, student achievement, and system effectiveness in order to support educational decision-making, program evaluation, and continuous improvement efforts; identifies appropriate research methodologies, data collection strategies, and analytical approaches; collaborates with internal and external stakeholders to define strategic goals and policies.
- Establishes and maintains project timelines and priorities; ensures learning analytics and grant/program evaluation services and activities comply with established standards, requirements, contract specifications, laws, codes, regulations, policies, and procedures.
- Supervises and evaluates the performance of assigned personnel; interviews and selects employees and recommends transfers, reassignment, termination, and disciplinary actions; coordinates subordinate work assignments and reviews work to ensure compliance with established standards, requirements, and procedures; researches, selects, and provides training to new contractors as needed.

- Manages the development, maintenance, and enhancement of data systems, dashboards, and analytical tools; ensures that data products are accessible, user-friendly, and aligned with stakeholder needs; integrates advanced technologies and innovative practices into the research and evaluation process to enhance efficiency and accuracy; coordinates with the Integrated Technology Services Department to assess, refine, and implement new data analytics technologies.
- Provides strategic insights and recommendations based on research and evaluation projects; works with Office and district leadership and stakeholders to translate analytical findings into actionable steps for program and policy improvements.
- Manages the implementation of data services contracts, partnerships, and information sharing between the County Office, Early Learning Support Services, Educational Services Divisions, county LEAs, CBOs, parents, outside agencies, and the public; negotiates and maintains partnerships that facilitate and enhance support for continuous improvement of learning analytics services and align with organizational goals and deliverables.
- Directs communications, contracts, and compliance functions to meet district, CBO, and funder needs and ensures smooth and efficient project activities; oversees contract development and vendor relations, negotiation, implementation, and compliance with organizational standards and regulatory requirements; ensures budget management and financial control align with project and program goals.
- Communicates with administrators, personnel, students, outside agencies, and the public to exchange information, coordinate activities and programs, and resolve issues or concerns; prepares, receives, and responds to a variety of correspondence.
- Oversees and participates in the preparation and maintenance of a variety of records, reports and files related to the provision of learning analytics services including contractor documentation, budgets, applications, compliance, personnel, and assigned activities.
- Maintains current knowledge of effective methods, practices, and standards related to data analysis and governance; modifies services to ensure compliance with the evolution of best practices, standards, and requirements as needed.
- Coordinates, attends, and conducts a variety of meetings; presents materials and information concerning data and assessment best practices, issues, needs and activities; attends and participate in various committees, workshops, and conferences.
- Ensures staff observe and comply 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:

- Equivalent to a master's degree from an accredited college or university with major coursework in research methods, statistics, educational assessment, or a closely related field; and
- Three (3) years increasingly responsible experience designing and conducting research studies, program evaluation, and analytical projects involving database administration, data governance, and reporting.

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:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices, procedures, and techniques involved in the research, collection, analysis, and reporting of large-scale quantitative data.
- Strategic goal-setting, policy development, and program evaluation frameworks to drive data initiatives.
- Data governance, database management, data analytics and statistical packages, and visualization tools.
- Data aggregation, formatting, and reporting techniques.
- California Longitudinal Pupil Achievement Data System (CALPADS) as well as the data management and student information systems commonly used in California.
- Quantitative and qualitative analyses and data interpretation methods and techniques.
- 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 Office 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:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Plan and implement large-scale data initiatives, including setting goals and establishing timelines, developing data analysis strategies, developing and articulating conclusions, publishing reports and making recommendations to improve educational programs of the Office, LEAs, and CBOs.
- Develop and deliver trainings, workshops, and presentations to enhance data literacy among stakeholders such as school administrators, school boards, and public/private organizations that support educational data initiatives.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- 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; 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.