

## SAN MATEO COUNTY OFFICE OF EDUCATION

### Coordinator, Information Systems

#### *Overview:*

Under the direction of the Administrator, Information Technology Services plan, organize and coordinate support functions for assigned information systems including, but not limited to the California Educational Computer Consortium (CECC), the California Longitudinal Pupil Achievement Data System (CALPADS), Pupil Records Online Management Information System (PROMIS) and the California Special Education Management Information System (CASEMIS); serve as the technical expert and primary liaison between information system support staff, County Office of Education and school district users; coordinate with program managers to ensure timely data collection and accurate submission of local, state and federal reports; ensure data systems hardware and software run productively, and coordinate maintenance and repair of computer systems as required; organize and implement ongoing system user training; supervise and evaluate assigned staff members.

#### *Essential Duties:*

##### **Business Information Systems**

- Act as liaison among staff, school district system users, and County Office of Education (COE) information technology and business services staff to assure smooth and efficient implementation of the business information systems; participate in the review and testing of new and revised application modules, and coordinate dissemination of information from business information vendor(s) concerning software changes and additions.
- Coordinate installation and system integration activities to ensure a smooth transition to the business information system; assist users to prepare for conversion to new or enhanced versions of vendor software; confer with vendor representatives COE Programmer Analysts, and district users concerning system specifications, installations, data conversions, and data integration from third party software applications.
- Coordinate and lead training teams for each module of the business information system whose members will present application training modules to end users; work with software vendor to prepare instructional presentation materials including guides on frequently asked questions and other user support materials to reinforce training and increase user productivity; arrange application user meetings to explain data system changes and enhancements.
- Monitor and evaluate business information system implementation activities; develop policies, guidelines, and standards to ensure the system is implemented and supported effectively; troubleshoot and resolve system implementation problems; provide technical support to system users on the use of data system modules, and the creation of data reports.

September 10, 2014

San Mateo County Office of Education

## Coordinator, Information Systems – Cont.

- Collaborate with COE employees in the business, human resources and IT departments to answer questions from users concerning integration of individual district business procedures with software application requirements.
- Prepare, audit and maintain a variety of narrative and statistical data, records and files related to system implementation.

### **Student Information Systems**

- Plan, organize and coordinate the collection, data entry and reporting of all data for student programs; establish data reporting priorities and timelines;
- Develop, document and implement data governance processes and methods to be used by staff maintaining student data (data stewards); ensure data is managed uniformly and accurately, and data submissions comply with established statutory standards and procedural requirements; create and review documentation and ensure data quality standards are being met.
- Oversee the installation of student system software and ensure data systems are operating effectively; arrange contracts with third-party vendors to provide data system maintenance and records storage.
- Coordinate communications and information sharing among parties involved in the collection, verification, computer entry and reporting of student data.
- Develop instructional materials and present staff training seminars on all aspects of managing and reporting student data.
- Advise the Administrator, Information Technology Services concerning student information system activities, needs and requirements.
- Arrange and coordinate information sharing meetings with COE staff .

### ***Other Duties: (All Positions)***

Attend meetings and training conferences as required.

Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with other information system users.

Coordinator, Information Systems – Cont.

### ***Knowledge/Skill/Abilities:***

#### **Knowledge of:**

**Business Systems** - Large scale accounting, budgeting, payroll, human resources and student data management systems used in California public school districts and county offices.

**Legal** - Statutory regulations, policies and procedures applicable to school business and student data management and reporting requirements.

**Data Management** - Principles and purposes of data governance policies and procedures and data collection, organization, formatting, and reporting techniques used to ensure consistency and data integrity.

**Technology** - Operation and integration of business software on multiple computer platforms; software installation methods and start-up procedures; basic computer system hardware/software diagnostic techniques.

**Management** – Methods to achieve desired outcomes for self and others by setting goals and priorities that deliver results; employee performance management and evaluation techniques.

#### **Skill/Ability to:**

**Technical Aptitude** - Understand complex issues and specialized information.

**Analytical Skills** – Work with information and raw data and develop from that information meaningful conclusions.

**Adaptability** - Adapt ways of ways of thinking and working to in response to changing job requirements and legal mandates.

**Communication/Presentation Skills** - Clearly convey information orally and in writing; summarize complex information and write instructional materials; deliver oral presentations for large groups of data system users.

**Customer Orientation** - Understand the viewpoint and objectives of clients and build and maintain long-term collaborative working relationships with them.

**Decision-Making/Problem Solving** - Think through an issue and develop alternatives to solve a problem; evaluate alternatives and decide on an appropriate course of action.

**Project Management** - Plan, organize and coordinate work projects and management human and other resources to meet a specific goal.

**Systems Analysis** - Break down issues or problems into component parts to identify root causes and effects.

September 10, 2014

San Mateo County Office of Education

Coordinator, Information Systems – Cont.

***Qualifications:***

Any combination of education and experience equivalent to:

**Education:**

A Bachelor's degree from an accredited college or university with major coursework in business, human resources, public administration or related field.

**Experience:**

Four (4) years increasingly responsible experience managing automated business and/or student data system operations.

***Physical Demands:***

Dexterity of hands and fingers to operate computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting for extended periods of time.

***Licenses:***

Valid California driver's license.