

**SAN MATEO COUNTY OFFICE OF
EDUCATION**

CLASS TITLE: COORDINATOR, APPLICATIONS SUPPORT

BASIC FUNCTION:

Under the direction of the Chief Technology Officer or assigned Director or Manager, plan, organize and coordinate support functions for assigned data systems including, but not limited to the California Longitudinal Pupil Achievement Data System (CALPADS), and SMCOE programs' student information system; serve as the technical expert and primary liaison between data 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. Collaborate with teams, stakeholders, vendors and contractors on data systems interoperability, application integration and student data privacy compliance.

ESSENTIAL DUTIES:

Plan, organize and coordinate the collection, data entry and reporting of all data for student programs; establish data reporting priorities and timelines; manage reporting assignments to ensure timely completion.

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, and provide technical support to 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.

Act as liaison with vendors on issues, bugs, and customizations.

Support Data Administrators of all San Mateo County districts by documenting and sharing resources, promoting network collaboration.

Perform regular security audits of SMCOE data systems including annual audit.

Ensure all SMCOE educational applications comply with federal and state student data privacy laws. Manage the SMCOE data privacy agreement database.

Provide support internally and to districts on application procurement, including vetting for student data privacy compliance.

Act as data resource and provide support to SMCOE and districts on various state and federal reporting; e.g., CALPADS, SARC, CRDC

Act as technical resource and provide consultations to districts on data governance around CALPADS and state assessment data. This includes mapping data to stewards and identifying critical time periods and reports, and training.

Coordinate data integration between systems to ensure functionalities meet vendor requirements and users' needs. Monitor application performance and use on an on-going basis, and perform year-end roll over database functions.

Coordinate, attend and conduct a variety of meetings as required.

Collaborate with ITS and other SMCOE staff on technology-related initiatives.

Participate in building and implementing department and team's strategic plan.

Assist in the development of the Integrated Technology Services budget.

Attend and participate in various trainings as assigned

Thoroughly document all HelpDesk tickets in a timely manner to ensure there is sufficient information to communicate what the problem was, how it was remediated, and to suggest actions to prevent a similar issue (where appropriate).

Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with other data system users and data privacy user community.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE OF:

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.

Methods to achieve desired outcomes for self and others by setting goals and priorities that deliver results;

Basic IT Project Management principles.

Cyber security, disaster recovery and business continuity best practices

ABILITY TO:

Understand complex issues and specialized information.

Work with information and raw data and develop from that information meaningful conclusions.

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

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

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

Think through an issue and develop alternatives to solve a problem; evaluate alternatives and decide on an appropriate course of action.

Plan, organize and coordinate work projects and manage human and other resources to meet a specific goal.

Break down issues or problems into component parts to identify root causes and effects

Work independently with little direction.

Plan and organize work.

Communicate effectively orally and in writing.

Establish, model, and maintain cooperative and effective working relationships with others.

Maintain various records related to work performed.

Understand and follow oral and written instructions.

Meet schedules and timelines.

EDUCATION AND EXPERIENCE:

Any combination of education and experience 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 and five years’ increasingly responsible direct experience working with automated business and/or student data system operations. Masters’ degree highly desirable but not required.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.

WORKING ENVIRONMENT:

Office environment

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a 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.

Personnel Commission Approval:

October 12, 2022