



Orange County Department of Education
Human Resources Department
Supervisory Class Specification

Class Code: 5013
Date Adopted: July 1, 2008

FLSA Status: Nonexempt
Union Representation: Unrepresented

SUPERVISING PROGRAM DATA TECHNICIAN

GENERAL PURPOSE

Under direction, plans, organizes, supervises, and evaluates activities of the ACCESS Attendance and Records Center; supervises and oversees the work of staff engaged in performing a wide variety of difficult and technical student records management and attendance reporting functions; oversees and participates in training staff on uses and operations of the student information system; serves as systems administrator for the student information system and performs complex technical duties in developing customs reports and queries to meet information needs of school administrators and other staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Supervising Program Data Technician supervises and participates in activities of the ACCESS Attendance and Records Center, responsible for maintenance of comprehensive student records information in OCDE's student information system and hard copy folders and for development of highly detailed and accurate Average Daily Attendance reports on which school funding is significantly based. The incumbent performs complex technical duties in responding to the information needs of school administrators and staff and serves as systems administrator for the student information system. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures, and guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Interviews, selects, organizes, supervises, coaches, and evaluates the performance and work of assigned staff; with staff, develop, establish, implement, and monitor work plans to achieve assigned goals and objectives; provides coaching for performance growth and improvement; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with OCDE's human resources policies and labor contract provisions.
2. Participates in developing, implementing and evaluating work programs, plans, processes, systems, and procedures to achieve department/program and OCDE goals, objectives, and performance measures consistent with OCDE's quality and service expectations.
3. Plans, coordinates, and monitors the work of staff engaged in responding to requests for official and unofficial transcripts for students, including researching and resolving missing and incorrect data and verifying the completeness and accuracy of all data before printing transcripts; oversees a variety of activities to update, correct, and ensure the accuracy of the student information system database.

ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)

4. Oversees processes for preparation of ADA summary reports and reports by grade, funding source, school, and other variables; ensures the reconciliation of reports and manual adjustments to ensure accuracy and consistency in totals; approves the printing and distribution of final reports and maintenance of all files required for future audit.
5. Supervises and oversees processes to ensure valid student identifiers consistent with state records; supervises the processing of diploma orders for student graduation, ensuring academic requirements for graduation have been met; develops new queries and methods for cross-referencing data to identify and resolve database discrepancies; oversees a variety of other data management and reporting assignments required to ensure accuracy of the student information system database and timely accurate reporting to meet state requirements; oversees maintenance of centralized files of student record folders.
6. Supervises and participates in training school site and other personnel on the uses and operations of OCDE's student information system.
7. Receives and analyzes requests for custom student demographic reports; develops complex queries to respond to the information needs of a variety of administrators and staff; creates custom databases and data exports; serves as an information resource to OCDE staff, parents, students, and other school districts on the student information system, attendance accounting and policies, procedures, and guidelines.
8. Serves as systems administrator and performs systems maintenance, technical support, and troubleshooting/problem resolution for the student information system; establishes security and access rights for users and user groups; performs backup and restore procedures; participates in the annual roll-over of the system database each new school year; participates in the upgrade, enhancement, and testing of the system.

OTHER DUTIES

1. Attends a variety of meetings, training sessions, and workshops.
2. Performs special projects as assigned.

QUALIFICATIONS

Knowledge of:

1. OCDE and state regulations, rules, policies, and procedures applicable to the maintenance of student records and student attendance accounting.
2. Functions, operations, and data input/output procedures of OCDE's student information system, including methods for creating complex system queries for a variety of purposes.
3. Database design concepts and standard database software.
4. Standard systems administration functions, including security procedures and protocols, backup and restore processes and methods, and techniques for troubleshooting and determining the causes of applications problems and errors.
5. Office administrative and management practices and procedures, including recordkeeping practices and procedures.
6. Advanced uses of word processing, spreadsheet, database, and other software to import/export data elements and create reports, documents, and materials requiring the interpretation and manipulation of data.
7. Principles and practices of public administration, including purchasing and the maintenance of public records.
8. Principles and practices of sound business communication.
9. Research methods and analysis techniques.

Knowledge of (cont.):

10. Principles and practices of effective supervision.
11. OCDE human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize, supervise, and participate in a variety of records management and reporting activities, utilizing OCDE's student information system.
2. Organize, set priorities, take initiative, and exercise sound independent judgment within areas of responsibility.
3. Perform advanced functions in utilizing OCDE's student information system to audit, validate, correct, and ensure detailed accuracy of all types of student data and generate a wide variety of required reports, documents, and data imports/exports.
4. Develop complex system queries and custom databases to respond to customer data requests.
5. Compile, audit, and display complex information and data to meet information needs and federal, state, and local reporting requirements.
6. Evaluate and interpret large-scale data sets and reach sound conclusions and recommendations.
7. Manage multiple and rapidly changing priorities to meet the needs and expectations of a variety of internal and external customers, often on short notice.
8. Interpret, apply, explain, and reach sound decisions in accordance with regulations, policies, and procedures.
9. Prepare clear, concise, and comprehensive reports and other written materials.
10. Communicate clearly and effectively, orally and in writing.
11. Maintain highly sensitive and confidential information.
12. Deal with sensitive and difficult situations.
13. Establish and maintain highly effective working relationships with site administrators, staff, teachers, parents, students, other school districts, other governmental agencies, and others encountered in the course of work.
14. Demonstrate attendance sufficient to complete the duties of the position as required.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is an Associate's degree in public or school administration, information technology, or a related area; and five years of increasingly responsible experience in attendance accounting and the management of student records utilizing a computerized student information system similar to that used by OCDE; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk, and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel, or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, and lift up to 25 pounds from ground, waist, and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret complex data, information, and documents; analyze and solve data management and reporting problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with site administrators, staff, teachers, parents, students, other school districts, other governmental agencies, and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee works under typical office conditions, and the noise level is usually quiet.