

## INFORMATION SYSTEMS SUPPORT SUPERVISOR

### OVERALL JOB PURPOSE STATEMENT

Under the direction of the Associate Superintendent of Administrative Services, the Information Systems Support Supervisor oversees the flow of work within the SIS unit and provides direction to staff in the unit in the support of SIS duties; in conjunction with the Associate Superintendent, supervises and evaluates assigned staff within the SIS unit; provides guidance, direction and indirect supervision to designated school site SIS users; serves as a primary point of contact for information regarding the Student Information System (SIS); plans and manages projects related to SIS data gathering and reporting; and provides recommendations to administration for SIS system improvements, standardized practices and policies. As the SIS user expert, the Supervisor assists administration by generating data and analytics from the SIS so that administration can analyze the quality of classroom instruction and District-wide instructional programs, student assessment, and student achievement data in order to make improvements. The Supervisor implements measures to ensure the accuracy and standardization of the data within the SIS as it relates to attendance, transcripts, grading, residency, standardized testing, college entrance testing, and federal and state reporting.

### DISTINGUISHING CHARACTERISTICS

This single position classification is distinguished from similar jobs by the following characteristics: the Information Systems Support Supervisor provides direct supervision to staff within the SIS Unit as well as indirect supervision to designated positions at school sites; is the primary point-of-contact for Student Information System users, processes, reports, and training. The Supervisor is responsible for developing processes to ensure the data is accurate, for resolving user issues, and for making policy recommendations about the processing and use of the SIS data. The Supervisor keeps administration informed of SIS issues and recommends improvements to the SIS and work processes associated with the SIS. The Supervisor is the designated representative of the District for all matters related to SIS data entry, accuracy, reporting, and management.

### ESSENTIAL FUNCTIONS

- Coordinates the work of staff assigned to the Student Information Systems Unit to ensure accurate and timely submission of state and federal reporting and to generate necessary data reports in support of District programs; supervises, trains and participates in the evaluation of Student Information Systems staff.
- Oversees the application and adherence to District-wide standards for data management by registrars and other site personnel who process student information to ensure consistency, accuracy and equity in the collection, retention, use and interpretation of information for academic records. Provides input in the coaching and evaluation of designated school site SIS users.
- Prepares, verifies and submits reports to federal and state agencies and other entities to comply with applicable laws, rules and procedures and to ensure general and special funding for District programs.
- Collaborates with Educational Services staff to ensure accurate reporting and analysis of data related to the District's Local Control Accountability Plan.
- Develops and implements training to District and site level staff on all elements of SIS data query and reporting to ensure accuracy and efficiency in matters related to student data.
- Recommends, plans and oversees the implementation of data analysis and interpretation of standardized testing and assessments in order to communicate performance data to site

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administrators and teachers for their use in analyzing student achievement and the effectiveness of instructional programs.

- Collaborates with Educational Services staff on the SIS data needed to plan and implement the annual High School Selection Process.
- Regularly monitors and reports on school enrollment to inform District-wide staffing and budget decisions.
- Establishes and maintains relationships with District demographic contractors, housing developers, city entities, and feeder districts in order to gather and analyze data in order to prepare District and school enrollment projections in support of staffing, budgeting, and facility planning.
- Facilitates and coordinates the exchange of SIS data between the District and feeder districts in support of enrollment transition and inter-district program evaluation efforts.
- Develops the Annual Notification to ensure compliance with the Education Code; directs the distribution and oversees the collection of the Annual Notification to all parents/guardians of students enrolled in District schools.
- Plans and oversees the District's annual residency verification process to ensure the accurate residency status for all students enrolled in the District.
- Reviews, analyzes, and monitors the District and site instructional calendars and daily bell schedules to ensure compliance with applicable education code requirements and to maximize attendance apportionment and state funding.
- Reviews, analyzes and monitors school site attendance reporting for accuracy and submits periodic and annual apportionment reports to the state and county in order to maximize apportionment and state funding.
- Provides recommendations on policies and procedures related to the use of the SIS. Implements policies and procedures as directed to ensure efficient and effective use of the SIS in daily operations, testing of students and compliance with state and federal codes and guidelines.
- Monitors linkage between Aeries and other systems to ensure reliable interaction and data exchange within these systems and among components of the SIS (e.g., grading, attendance, transfers, parent portal).
- Attends meetings related to student information systems as required.
- Performs other job-related duties as assigned.

### JOB REQUIREMENTS: MINIMUM QUALIFICATIONS

#### KNOWLEDGE AND ABILITIES

The following are representative of the knowledge and abilities required of the classification. These may be modified in order to meet changing job conditions.

#### KNOWLEDGE OF:

- Principles of training and supervision
- SIS assessment tools and analytics used to analyze data
- Statistics used in data analysis
- Laws, policies, regulations, and procedures for the collection, maintenance, processing, and reporting of student information
- Industry standards and procedures of SIS data management

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- Student attendance, grading, registration, and class scheduling standards, practices, and procedures
- Design and format of reports extracted from database systems
- Troubleshooting and diagnostic techniques for identifying and resolving database and reporting errors
- Use of Standard Query Language (SQL) to access data and generate reports
- SIS user training needs
- Interpersonal skills using tact, patience and courtesy

### ABILITY TO:

- Supervise, train, and evaluate assigned staff
- Review and interpret highly technical information and guidelines; write technical materials including policies and procedures
- Review, analyze and interpret laws and regulations and apply information accurately
- Speak persuasively to implement approved plans, policies and procedures
- Schedule a number of activities, meetings, and events
- Manage projects and adhere to deadlines
- Use a variety of job-related equipment including complex software applications
- Troubleshoot and resolve moderate to significant SIS user issues
- Find and identify data errors
- Use queries and SIS assessment and analytic tools to develop reports so that data can be analyzed by administration
- Understand administrators' student information needs in order to design reports that enable administrators' to analyze data and make decisions.
- Serve as a SIS subject matter expert to support administrators when they make presentations that include SIS data
- Independently analyze problems and create action plans to resolve problems
- Effectively train others in the use of student information systems
- Work with a significant diversity of individuals and groups in a wide variety of circumstances
- Establish and maintain cooperative and effective working relationships with others
- Set priorities, meet deadlines and schedules
- Communicate effectively orally and in writing
- Work independently with minimal direction
- Maintain confidentiality

### WORKING ENVIRONMENT

The usual and customary methods of performing the job functions require the physical demands outlined below. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Physical Demands Frequency Definitions Based on an 8-Hour Day:

Never = 0%

Seldom = 1-10% (<45 minutes)

Occasionally = 11-33% (up to 3 hours)

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Frequently = 34-66% (up to 6 hours)

Continuously = 67-100% (more than 6 hours)

Seldom	stooping/bending, climbing/balancing, kneeling, twisting back, squatting/crouching, reach above or below shoulder, power/firm grasping, handling/simple grasping, lifting up to 10 lbs. at waist height, carrying up to 10 lbs. up to 25 feet
Occasionally	walking, standing
Frequently	sitting, neck flexion/rotation, fingering/fine manipulation (computer, keyboard, telephone, writing)

### AUDITORY OR VISUAL REQUIREMENTS

Auditory ability to communicate with coworkers and staff, operate vehicles safely. Vision ability to see near, distant, color, depth and peripherally.

### ENVIRONMENTAL CONDITIONS

This job is performed under minimal temperature variations and in a generally hazard-free environment. Regular travel to and from school sites and meeting locations is a regular part of this assignment. The ability to operate a motor vehicle requiring a California Class C driver's license to conduct work is required.

### EXPERIENCE

A minimum of three years of full-time experience working directly with student information systems, including state and federal reporting and database management is required. Supervisory or lead experience is preferred.

### EDUCATION

High School diploma or equivalent. College-level coursework in information systems, business, public or educational administration, or related field is preferred.

### REQUIRED TESTING

Pre-employment testing and assessment to demonstrate minimum qualifications required for the position.

### CERTIFICATES

Valid California Class C driver's license.

### CONTINUING EDUCATION/TRAINING

Participation in ongoing job-related training as assigned.

### CLEARANCES

California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background (fingerprint) clearance; pre-employment physical examination including tuberculosis (TB) and drug screen clearances.