



For the future of every student

CLASS TITLE: INFORMATION AND SYSTEMS MANAGER

BASIC FUNCTION:

Under the direction of the Assistant Superintendent, Education Services or designee, lead, manage and represent the Information Systems Analyst Team of the Information Technology Services (ITS) department; plan, organize, direct, control, perform and document activities related to the proper implementation, operation, monitoring, reporting (District, State, Federal), administration and maintenance of the District's information databases, database interfaces, report servers, business information tools, data warehouses, CALPADS administration; coach, train, supervise and assess the performance of assigned personnel and the ITS Systems Analyst Team in general; train and consult with staff and customers on information analysis technology issues; assure the smooth, efficient and proper integration of software systems and databases; support the use of information analytics by District departments and customers; recommend and implement changes to accomplish increased process productivity and efficiency; evaluate new analysis technology.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Oversee the development, preparation, maintenance and production of reports for district and school personnel providing insight into longitudinal and short-term trends. Specific information includes: attendance, enrollment, CSIS, SIS, SIF, CDIF, SNOR, CRDC, HQT, NCLB, CALPADS/CBEDS, graduate, Special Education, English Learner, GATE, dropouts, mobility, grades, demographics, courses, programs, test results, health, discipline, scheduling, credentials, assignments, positions, permissions, software, data specifications, user accounts and assigned activities.

Facilitate and collaborate with District and school personnel to streamline processes by continuously documenting and improving processes. Implement proper measurements and metrics to gauge process performance for determining areas of improvement. Research best practices and assist in the implementation of those practices.

Streamline processes by continuously documenting and improving processes. Implement proper measurements and metrics to gauge process performance for determining areas of improvement. Research best practices and assist in the implementation of those practices. Provide training to the Systems Analyst Team to ensure a growth mindset and improve overall organization effectiveness.

Facilitate the technical training and assistance to District personnel concerning the operation of computer systems, software, databases, applications, and reporting functions; respond to inquiries and provide detailed and technical information concerning related practices, processes, reports, submissions, data, requirements, techniques, policies and procedures; assist users with resolving network, database, login and other technology issues; refer complex problems to other personnel as needed.

Supervise, counsel, evaluate the performance and motivate assigned staff; recommend hires, transfers, reassignment, and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established requirements and procedures; plan, coordinate, arrange and conduct training activities for Department personnel.

Coordinate with software vendors, evaluate software products, assist in the integration of software products, provide guidance regarding software procurements, and insure that any procured software products meet the District policies and procedures in conjunction with the Purchasing Department.

Oversee the management, integrity, operation, and workflow of the District's Student Information System (SIS). Provide training and guidance on the proper use and operation of the SIS as it relates to the specific department and school sites. Develop analytical reports to show potential errors and provide guidance on proper correction procedures. Also provide longitudinal information that shows users analytics and trends regarding the District's data.

Insure the development, installation, test, upgrade and update of computer software, systems, servers and applications as needed; assist with maintaining integrity and security of assigned computer systems; troubleshoot and resolve data file and aggregation issues and malfunctions as needed; insure the preparation of backup data files in accordance with established time lines procedures; maintain and update library of backup data files.

Oversee the improvement of the integrity of data within the District. Specifically streamline the various reporting periods for State and Federal reporting (including CALPADS), work with the District and Site Data Teams, improve data checking and reporting with our Student Information System (SIS) Q, and add proactive data checking to Q via QLIPs.

Work with the Technology Infrastructure team to provide accurate reporting in the areas of asset management, key operational metrics, and tracking of infrastructure requests; help to determine root cause of issues and help to streamline operational procedures.

Oversee the support of the District website, the School of Choice website, and our District Communication application by providing training and interface support in conjunction with the District's Communication Coordinator. Specifically, analyze and determine how various district systems can be seamlessly integrated with the various systems. Provide the necessary technical support to ensure proper operation and data integrity. Provide backup support for the development of web pages, web forms, and web analytics.

Attend and conduct various meetings and committees; present information and materials concerning Information and Systems issues, needs, projects and activities.

Other duties as assigned that support the overall objective of the position.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Advanced design, systems integration, and continuous process improvement techniques.

System analysis, design and management techniques.

Principles and practices of administration, supervision and training.

Modern hardware and software concepts and terminology, including LANs, WANs, servers and operating systems.

Complex data communication and networking protocols, configurations and linkages.

Technical aspects of the systems design and programming field.

Department and program objectives and goals.

Software licensing requirements and restrictions.

Computer software applications and languages utilized by the District.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Plan, organize and direct activities and operations to assure the proper implementation of systems.
Assure the smooth, efficient and proper integration of hardware and software technologies.
Implement, maintain and administer the District's software infrastructure.
Assign, prioritize and review work of subordinates.
Supervise, train and evaluate the performance of assigned personnel.
Evaluate the on-going performance of the software systems, data integrity, and data communications systems.
Recommend and implement changes to accomplish increased system productivity and efficiency.
Diagnose complex software and hardware problems and malfunctions in conjunction with Technology Systems and Network team.
Provide technical input and recommendations for new system configuration and features.
Serve as technical resource to users in the use of software systems and related equipment.
Meet schedules and time lines.
Read, interpret, apply and explain technical issues and procedures.
Maintain current knowledge of technological advances in the field.
Analyze situations accurately and adopt an effective course of action.
Work independently with little direction.
Establish and maintain cooperative and effective working relationships with others.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:

Any combination of education, training, and/or experience equivalent to a bachelor's degree in Information Technology or a closely related field or five years of in-depth experience with complex systems analysis, design, implementation, operations, administration, and maintenance. Experience in a lead or supervisory role highly desirable.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Occasionally subject to noise from office and computer operations.
Driving to various sites to conduct work.

PHYSICAL DEMANDS:

Sitting for extended periods of time.
Seeing to observe monitor and to respond to computer malfunctions.
Hearing and speaking to communicate with users.
Dexterity of hands and fingers to operate keyboard.
Bending, kneeling and reaching.
Lifting objects of medium to heavy weight as required to work with computer and network equipment.