Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.

SUMMARY DESCRIPTION

Performs a variety of complex technical work related to the interpretation, maintenance and reporting of data; coordinates, maintains and facilitates the District-wide processes and reporting of data to State and federal agencies and other approved external agencies.

SUPERVISION RECEIVED AND EXERCISED

Receives limited direction from appropriate supervisor; refers only unusual decisions to supervisor. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Audits, prepares, and verifies the quality of the data for a variety of program activities, and reporting requirements, such as Management Information Systems (MIS), Clearinghouse, and Integrated Postsecondary Education System (IPEDS), and other approved external databases.

2. Develops training solutions and trains Administrative Systems users on procedures and innovations related to Administrative Systems and data management functions and provides technical training and support to the District departments, staff and administrators with regard to data reporting.

3. Writes and/or revises user training manuals, procedures; assists in the development of forms and work procedures related to Administrative Systems processes and data collection.

4. Assists District management in compliances with federal and state data requirements provided in a variety of laws and regulations. Reviews state changes and updates the college's procedures to ensure continued compliance; creates files and maintains records as appropriate.

5. Assists users and Information Technology (IT) staff in diagnosing and resolving problems; investigates and resolves problems and errors related to Administrative Systems processes and data collection; maintains and documents related help desk tickets.

6. Serves as liaison between users of the Administrative System and IT.

7. Assists department managers to stay current with operational best practices, federal and state data requirements provided in a variety of laws and regulations, that relate to functional use of Administrative Systems.

8. Coordinates on-going large systems functions that interface with external organizations or that involve multiple colleges, departments or other groups.

9. Provides updates and status on in-process work and/or projects as necessary. Attends meetings as appropriate to keep informed of issues and decisions being made in assigned areas.

10. Evaluates, tests, and documents new or modified functionality of the Administrative Systems when patches or upgrades are being applied to the software; maintains operations and user documentation as system modifications are implemented.

11. Assists users in the decision-making process regarding codes, parameters, data conversion specifications, standards and regular reporting needs; assists with critical user production and project scheduling; makes recommendations for new reports, screen designs, implementation strategies, and priorities.

12. Develops calendar of events and other schedules related to assigned District activities and services; reviews, updates, and informs others of essential timelines; coordinates assigned District activities; assures the timely completion of work in accordance with established policies and procedures.

13. Compiles information from various sources and prepares appropriate reports; reviews data and prepares special and periodic reports related to an assigned project and/or program area including state and federally mandated reports; reviews various files and reports for accuracy, completeness, and compliance to rules, procedures, regulations, policies, and other mandates.

14. Utilizes various computer applications and software packages; maintains and generates reports from a database or network system.

15. Coordinates, develops and maintains communication and activities with other District departments and personnel, educational institutions, governmental and private agencies.

16. Stays current with new trends and maintains a working knowledge of information related to area of assignment.

17. Performs other duties related to the primary job duties.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

CORE COMPETENCIES:

Mathematical Facility

- Performs operations involving counting, adding, subtracting, multiplication and division
- Follow multi-step computational procedures and apply formulas
- Apply basic algebraic or geometric reasoning and problem solving
- Recognize approaches and algorithms for finding real world computational solutions**
- Computes and interprets descriptive statistics**

Critical Thinking

- Analytically and logically evaluates information to resolve problems

- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Professional Integrity and Ethics

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

Legal and Regulatory Navigation

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information**
- Works within the bounds and limits of what is permissible

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions **
- Adds, improves, modifies, or develops features and functionality**

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately**

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations
- Possess recognized expertise outside of the organization**

Self-Management

- Follows through on instructions and assignments
- Self-directed and self- monitored in commitments and accomplishments
- Redefines or reprioritizes activities within scope of responsibility

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

**Lead, Advanced or Senior Level Positions

Education and Experience Guidelines

Education/Training:

An Associate's degree from an accredited college or university with major course work in computer science, business systems, or a related field.

Experience:

Four (4) years of experience in educational administrative support, data management and reporting.

Equivalency Provision:

In the absence of an Associate's degree from an accredited college or university with major course work in computer science, business systems, or a related field, equivalent to the completion of high school and six (6) years of experience in educational administrative support, data management and reporting is qualifying.

Desired Education/Experience:

California Community College experience in administrative student systems, data management and reporting.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.