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

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

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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

San Mateo County Office of Education