

**JOB DESCRIPTION**  
**San Diego County Office of Education**

**Supervisor II, Customer Resource Center**

**Purpose Statement**

The job of Supervisor II, Customer Resource Center, is done for the purpose/s of planning, organizing coordinating and supervising the day-to-day training, user support, data integrity and reporting components of the Enterprise Resource Planning (ERP) Systems or Student Information Systems (SIS) utilized by the County Office and participating school districts within the County and State.

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**Essential Functions**

- Analyzes and maintains customer support levels and needs for the purpose of maintaining a unified and fully integrated technology system.
- Designs and implements test plans for the purpose of overseeing system testing to ensure accuracy and efficiency, assessing functionality, identifying program errors, analyzing results and making recommendations for improvement or implementation of system applications changes and enhancements.
- Develops and coordinates training and support materials (e.g. guides, job aids, handouts, web pages, videos, web-based documents, etc.) for the purpose of providing a variety of presentation mediums for learning facilitation in training session to individuals, small and/or large groups in both formal and informal settings.
- Manages a variety of department operations (e.g. Public website and/or the internal SIS website, billing process for all system district users, review of documentation developed by in-house Analysts and Technicians, etc.) for the purpose of providing services within established timeframes and in compliance with related requirements.
- Organizes, coordinates and directly supervises the day-to-day operations of the Student Information System Data Center team for the purpose of enhancing productivity of personnel, achieving department objectives and assuring adequate coverage during regular hours of operation.
- Prepares a variety data records and reports, often distributed to SDCOE management, school districts and state and federal agencies as appropriate for the purpose of providing audit references, meeting compliance requirements and supporting end users.
- Prioritizes, reports and tracks software defects and enhancement requests for the purpose of monitoring end user needs, developing and communicating work around and ensuring the successful implementation and integration of special systems.
- Provides regular updates to the administrator regarding user requests, needs, problems, vendor critical issues and reporting requirements for the purpose of communicating feedback and recommending potential solutions to identified needs.
- Researches topics related to current and emerging technology (e.g. relevant policies, current practices, applicable legal codes, rulings and reporting requirements, etc.) for the purpose of ensuring program compliance with established requirements and maintaining current knowledge of applicable regulations.
- Schedules system related events (e.g. webinar training sessions, Synergy Consortium meetings, on site training, district-wide announcements for CALPADS, one-off patches, window updates, etc.) for the purpose of maintaining an efficient, unified and fully integrated technology system.

- Serves as liaison between COE and School district staff and the State for the purpose of coordinating activities and matters related to Student Information System reporting.
- Utilizes SIS and other third-party vendor data for the purpose of developing comprehensive Business Intelligence (BI) tools to assist district/school staff in making complex decisions.

**Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

**Job Requirements: Minimum Qualifications**

**Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: using pertinent software applications and preparing and maintaining accurate records; developing scripts for system testing; planning and managing projects and programs; and administering personnel policies and procedures.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: pertinent software applications; systems analysis and application development; business practices and procedures; codes/laws/rules/regulations/policies; and problem research techniques; analytical; and personnel processes.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities, communicating with diverse groups and working with frequent interruptions; analyzing complex technical data and drawing valid conclusions; identifying and analyzing user or system problems; meeting deadlines and schedules; maintaining confidentiality; and trend analysis.

**Responsibility**

Responsibilities include: working under limited supervision following standardized practices and/or methods; directing other persons within a department, large work unit, and/or across several small work units; directing the use of budgeted funds within a work unit. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 65% sitting, 20% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is required.

Education Bachelors degree in job-related area.

Equivalency Training and experience that clearly demonstrates possession of the knowledge and abilities needed. An example of typical qualifying experience would include a bachelor's degree in Computer Science, Information Technology or related field and a minimum of five years of increasingly responsible experience in a position involving the use of automated computer records system, workshop presentations and extensive contact with staff at all levels of an organization. Experience in a lead or supervisory capacity is also required.

Required Testing

Certificates

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background Clearance

Proof of physical examination including TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 34

**Personnel Commission Approved: October 19, 2016**