

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: SCHOOL HEALTH SYSTEMS COMPLIANCE ANALYST

BASIC FUNCTION:

Under assigned supervision, the School Health Systems Compliance Analyst supports the delivery of high-quality school-based behavioral health services; leads the implementation, optimization, and ongoing maintenance of the Student Health Electronic Health Record (EHR) system and behavioral health billing; ensures the implementation and maintenance of required compliance measures; serves as a liaison between clinical, billing, and technical teams to ensure seamless system operations, user adoption, and data integrity across county, state, and federal program requirements; provides expert support for reporting, clinical technical documentation, training, and end-user engagement, aligning clinical and billing practices with operational needs while ensuring compliance with applicable regulations.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

- Oversees the implementation and optimization of the Student Health EHR system to ensure compliant, efficient behavioral health services and alignment with program requirements across clinical, billing, and technical teams.
- Assists in the configuration and maintenance of computer systems; supports the data transfer process across multiple systems and manages the setup, deactivation, and permission assignment for user accounts.
- Designs, builds and maintains dashboards and reports to support clinical operational and billing workflows; analyses workflows and proposes enhancements to improve system and use experience.
- Collaborates with clinical and administrative staff to align system capabilities with operational and compliance needs; assists with data extraction, reporting and audits for compliance and regulatory requirements and qualify improvement.
- Leads the development of the Santa Clara County Office of Education (SCCOE) population health goals, prioritizing, coordinating, and evaluating the use of clinical data in collaboration with operational, clinical, billing and information technology partners.
- Informs and facilitates the operation of key information systems including electronic health records and practice management; ensures the quality and validity of data.

- Manages clinical quality improvement efforts and participates in related committees; monitors performance of key indicators and leads improvement efforts as indicated.
- Implements a population management program that helps drive decision-making to improve student care; collaborate with internal partners to help drive key decisions and strategies.
- Engages with community partners and other resources within and outside the organization to represent the SCCOE on various committees.
- Develops and maintains end-user documentation and training materials.
- Coordinates and assists in a variety of training sessions.
- Supports Electronic Health Record (EHR)- and billing system-related projects, including upgrades, integrations, and module rollouts with other SCCOE staff.
- Manages project timelines, gathers requirements, and collaborates with internal and external vendors throughout testing and validation processes.
- Manages user support system to provide issue and query resolution.
- Ensure adherence to applicable data privacy and security regulations; participates in audits and quality assurance reviews; makes recommendations for improvement.

OTHER DUTIES:

- Performs other related duties as assigned.

KNOWLEDGE, ABILITIES AND COMPETENCIES:

KNOWLEDGE OF:

- Electronic Health Record (EHR) systems and workflows.
- Healthcare billing and coding processes.
- Behavioral health services and documentation standards.
- Project management principles and practices.
- Data management and reporting tools.
- Oral and written communication skills.
- Applicable laws, codes, regulations, policies, and procedures.
- Interpersonal skills using tact, patience, and courtesy.
- Operation of a computer and assigned software.

ABILITY TO:

- Implement and maintain systems and projects.
- Analyze and interpret clinical and billing data.
- Support electronic systems with knowledge of data analysis and reporting.
- Develop and deliver training and support for end users.
- Think analytically, organize work efficiently, and resolve problems effectively.
- Manage competing priorities while maintaining precision and attention to detail.

- Work collaboratively across departments.
- Communicate effectively both orally and in writing.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and timelines. Work independently with little direction.
- Plan and organize work.
- Maintain records and files.

LEADERSHIP TEAM COMPETENCIES:

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies understanding of how identities and experiences influence access and opportunity to inform practices and decisions.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Medical Billing and Coding Certificate or coursework in medical billing fundamentals, claims submission, appeals, revenue cycle management, legal and ethical considerations, HIPAA compliance and payer guidelines.
- 3 years' experience implementing and supporting electronic health record (EHR) systems, leading system and project implementations, and applying clinical analytics and reporting to support operational and compliance needs.

LICENSES AND OTHER REQUIREMENTS:

- Incumbents in this class must possess a Medical Billing and Coding Certificate or obtain within 12 months of employment.
- Demonstrated understanding of California state billing regulations and compliance requirements preferred.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting for extended periods of time.
- Hearing and speaking to exchange information.

HAZARDS:

- Slipping, tripping, falling.
- Ergonomic injuries, repetitive motion injuries, eye strain.
- Indoor air pollution.

Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: November 12, 2025



Marisa Perry
Director III – HR / Classified Personnel Services

Date: 11/12/25