

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: ADMINISTRATIVE DATA TECHNICIAN

BASIC FUNCTION:

Under assigned supervision, performs varied and responsible data management, research, and administrative support functions; manages data collection and consolidation for a variety of projects and office initiatives; prepares and maintains a variety of qualitative and quantitative manual and automated records and reports related to assigned activities; effectively uses information system and software systems related to department programs; assists with special projects and a variety of administrative support tasks as needed.

REPRESENTATIVE DUTIES:

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

ESSENTIAL DUTIES:

Performs varied and responsible qualitative and quantitative data collection, consolidation, auditing, reconciliation; research, analysis, coding, and maintenance in support of departmental programs and initiatives; assists in the development and maintenance of data reporting systems.

Establishes and maintains documentation, records, files, filing systems, and logs relating to data management and assigned functions.

Prepares, composes, and develops reports, graphs, charts, and correspondence relating to assigned duties; completes required or requested reports; ensures data collection and reporting procedures meet mandated regulations; ensures accuracy of the reports.

Assists with monitoring department grant reporting requirements by collecting required data and reports.

Monitors data entry; identifies and advises the responsible program administrator(s) of data discrepancies or compliance issues; and recommends procedures to correct deficiencies and ensure accuracy of data collection and inputting.

Assists in the development and review of training materials relevant to assigned area of data collection and maintenance.

Provides technical support to Santa Clara County Office of Education staff, and schools and districts supported by assigned program by collecting and processing data, effectively using student systems and databases to maintain and understand the data and data trends and providing information from the data collected.

Acts as a liaison between the County Office of Education, California Department of Education, school districts and school sites, and regulatory agencies, and vendors, and serves as a resource to the

responsible program administrator(s), program staff, and stakeholders.

Receives, processes, facilitates, and disseminates information between the department and other COE departments, school district representatives, community partners, contractors, vendors, and the general public; maintains the confidentiality of sensitive information; ensures timely responses as necessary.

Performs responsible administrative functions in support of the assigned responsibilities and the Department, which may include, but is not limited to, assistance with budgeting, and managing departmental financial accounts, maintaining inventory, scheduling, and preparing materials for meetings, presentations, and trainings, confirming and scheduling meetings and appointments, and attending meetings and taking notes, as needed.

Provides highly responsive customer service by explaining department procedures and policies to school district representatives, community partners and the general public; communicates with personnel and various outside agencies to exchange information and resolve issues or concerns; refers callers to the appropriate staff member; Responds to administrative, program, and other related inquiries in accordance with assigned functions.

Effectively uses word processing, database, and spreadsheet software application programs and information and data management systems specific to student programs; operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Department or program organization, operations, policies, and objectives.

Policies and objectives of assigned programs and activities.

Terminology, practices, and procedures of assigned office.

Record-keeping and filing techniques for qualitative and quantitative data.

Business correspondence and qualitative and quantitative report writing, editing, and proofreading.

Telephone techniques and etiquette.

Modern office practices, procedures, and equipment.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

Data control procedures and data entry operations.

Interpersonal skills using tact, patience, and courtesy.

Operation of a computer and assigned software, including a variety of data management software programs.

Oral and written communication skills.

Methods of collecting and organizing data and information.

Mathematic calculations, including budgeting techniques.

Basic statistics.

Data collection and measurement instruments related to student information programs.

Applicable state and federal laws, rules, and regulations.

ABILITY TO:

- Work with large amounts of complex and varying data and data sets.
- Gather, organize, code, and input quantitative and qualitative data efficiently and with accuracy.
- Verify, audit, and reconcile data.
- Extrapolate from large quantities of complex data to prepare a variety of quantitative or qualitative reports.
- Recognize and report on important data trends and discrepancies in data.
- Recommend improvements in data collection and management based on analysis of data.
- Maintain a variety of records, logs, and files.
- Utilize a computer to input data, maintain automated records and generate reports.
- Organize data in a meaningful and logical manner.
- Perform varied and responsible administrative support duties as assigned.
- Compose correspondence and written materials independently or from oral instructions.
- Assure smooth and efficient completion of tasks.
- Learn, apply, and explain laws, codes, rules, regulations, policies, and procedures relevant to the position.
- Type or input data at an acceptable rate of speed.
- Answer telephones and greet the public courteously.
- Complete work with many interruptions.
- Establish and maintain cooperative and effective working relationships with others.
- Meet schedules and timelines.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Add, subtract, multiply and divide with speed and accuracy.
- Operate standard office equipment including a desktop computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.
- Effectively use word processing, database, presentation, and spreadsheet software programs.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate's degree in statistics, psychology, organizational development, or a related field and two years increasingly responsible experience in data collection and management. Experience with student information systems, or experience working with large quantities of complex and varied data is preferred.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.
- Constant interruptions.

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information in person or on the telephone.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting or standing for extended periods of time.
- Bending the waist, kneeling, or crouching to file and retrieve materials.

Approved by the Personnel Commission: March 8, 2017
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Marisa Perry
Director III – HR / Classified Personnel Services

Date: 10/13/21