

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: EDUCATOR PREPARATION PROGRAM SPECIALIST**

**BASIC FUNCTION:**

Under the direction of assigned supervisor, serves as the primary contact for all stakeholders requiring access or use of Educator Preparation Program (EPP) application systems; performs responsible research and analysis of system application needs and problems for users; provides advice, assistance, problem solving, technical support and training for all systems users; coordinates outreach for marketing and communications of all EPP functions and events including outreach and communication for promotional activities including but not limited to social-media, information meetings, communication blasts, video and digital publications; performs database development and assures the integrity of the databases; upgrades database related products when appropriate.

**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:**

Serves as the subject matter expert for the Destiny One student management system and Canvas learning management system; performs system set up to ensure proper workflow; works with vendors to customize features to meet program needs; uploads and applies information as required; performs user set-up and provides training and troubleshooting assistance.

Provides training and technical support for a variety of software and online programs used within the EPP department, such as Destiny One and Canvas.

Plans for and ensures data integration between systems utilized by EPP; leads data migration activities.

Monitors and updates workflows within systems and programs utilized by EPP to ensure critical data attributes and schema for data mapping and population are met; prepares and plans for data migration as needed.

Implements systems to solicit feedback from users to identify areas of improvement for existing system features of Destiny One; meets regularly with vendor to communicate department needs and validate EPP requirements; requests program customization; reviews relevant Destiny Connect documentation and Destiny Public View Implementation Guide to ensure that customized features and upgrades are appropriately documented.

Develops department user databases for marketing, archiving and record maintenance; compiles information and prepares and maintains a variety of reports related to programs and assigned duties; performs data entry of student, instructor and course information.

Creates a variety of written materials that are creative, descriptive, technical, and factual, including the EPP newsletter and promotional and marketing materials; develops and prepares website content; composes and

updates social media postings and responses; responds in writing to sensitive matters with discretion and tact.

Attends a variety of meetings as assigned; participates in and attends certificated and classified recruitment fairs, workshops, information meetings, and other related events as assigned.

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

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Principles, methods, and procedures applied in the operation of department software programs, SMS & LMS.

Logical workflow and scheduling.

Principles, techniques, and practices of public relations, marketing and advertising methods and techniques.

Marketing design, editing and writing.

Media operations and procedures in the context of information dissemination as it applies to EPP.

SCCOE operations, policies and objectives.

Interpersonal skills using tact, patience and courtesy.

Principles and practices of customer service.

Information system terminology, concepts, functions, policies and procedures.

Modern office procedures, methods, and equipment including effective record-keeping and filing system practices, software applications, and personal computer operations.

Troubleshooting techniques.

School business practices.

Oral and written communication skills.

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

**ABILITY TO:**

Understand and carry out instructions independently.

Prepare clear and concise correspondence and reports.

Analyze facts and draw logical conclusions.

Keyboard at a rate that ensures successful job performance.

Establish and maintain accurate files and records using virtual/paperless systems.

Maintain confidential information.

Conduct database needs assessments.

Develop proper specifications related to databases.

Analyze and evaluate database systems and modify database systems effectively to meet office needs.

Student information and assessment systems.

Methods of designing, maintaining, updating and using databases associated with the type of system assigned.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Associate's degree with coursework in marketing, communications, computer

science or a related field; and, three years of related experience, including experience providing technical support. Bachelor's Degree preferred.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor 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 read a variety of materials.

Sitting for extended periods of time.

Approved by Personnel Commission: September 9, 2020



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Marisa Perry

Director III – HR / Classified Personnel Services

Date: 09/09/2020