

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: Education Program Analyst

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES

Performs a wide variety of journey-level professional administrative staff work in such areas as planning, budget, purchasing, contract administration, data management, research, and technical support functions for student programs operated by the Santa Clara County Office of Education. Employees in this classification receive limited supervision within a broad framework of specialized policies and procedures. This job class is responsible for the development and maintenance of data collection, special projects, reporting systems, department procedures, and information system and software systems related to student programs. The job class requires skill to effectively use information systems and software, research, project management, report writing, and data collection as well as the ability to perform, oversee, and respond to a variety of administrative support tasks in a timely, effective, and tactful manner.

ESSENTIAL/TYPICAL 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.*

Performs a wide variety of journey-level professional administrative staff work in such areas as planning, purchasing, data auditing, research, data analysis and technical support functions

Provides technical support to program staff and participating programs in processing data, interpreting regulations and procedures, and using student systems, databases, peripherals equipment, and/or networks

Identifies and researches system related problem causes; secures and diagnoses relevant information; and determines appropriate action for resolution

Conduct trainings for district users as well as Special Education directors in WebIEP, MIS and other SELPA programs as necessary

Remains abreast of new or revised state and/or federal regulations affecting the student programs, procedures, and computer information system

Plans, organizes, and participates in the development of new or improved information system capabilities; designs system modifications; and tests and evaluates new or modified system features to ensure optimal efficiency

Acts as a liaison between the County Office of Education, California Department of Education, school districts, and regulatory agencies; and serves as a resource to the responsible program administrator(s), district superintendents, program staff, and parents

Completes reports required by California Department of Education and ensures data collection and reporting procedures meet mandated regulations; monitors program data entry; and ensures the accuracy and content of data and reports

Identifies and advises the responsible program administrator(s) of unmet department needs or compliance issues; researches and evaluates legal issues; and recommends procedures to correct deficiencies

Prepares, composes, and develops reports, graphs, charts, and correspondence relating to assigned duties

Establishes and maintains documentation, records, files, and logs relating to student enrollment student services, system usage, reports, and other assigned functions

Develops, plans, and implements short and long term procedures, plans, forms and reporting systems

Determines the cost effectiveness of implementing new or improved information systems

Assists in the revision of the program manuals, documents and related forms

Effectively uses word processing, database, and spreadsheet software application programs and student program specific information system(s) in the course of assigned duties

Effectively operates standard office equipment including a personal computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers

Conducts, attends, arranges and/or participates in departmental operations and County-wide meetings as assigned

Responds to administrative, program, and other related inquiries in accordance with assigned functions

Performs related duties as assigned

EMPLOYMENT STANDARDS

Knowledge of:

Principles of public administration and public relations techniques

Analytical and statistical methods including systems analysis and other quantitative techniques

Principles, procedures, practices, methods, and terminology of management, research, and data collection

Principles, procedures, and practices of information systems

Standard office equipment including a desktop computer, fax machine, copier, printer, and other peripheral equipment

Software programs used for word processing, databases, presentations, and spreadsheet; database tools and SQL queries

Modern office procedures and practices including record-keeping and filing methods

Education measurement and data collection instruments related to student information programs

Proper English usage, grammar, spelling, vocabulary, sentence structure, and punctuation

Ability to:

Perform technical duties related to the development, operations, and maintenance information systems

Define a problem to lend itself to quantitative and qualitative analysis

Gather, organize, and analyze complex data

Perform statistical and responsible research tasks

Develop, analyze, recommend and/or revise forms, complex procedures and operations, and system specifications to ensure program compliance and/or optimal efficiency

Effectively collect and analyze complex data and information to arrive at sound program recommendations

Understand complex data requirements for student programs

Understand and interpret applicable laws, rules, and regulations governing county office student programs

Organize and perform work independently

Communicate effectively, in both, orally and in writing

Prepare and design filing systems and comprehensive reports of a technical nature, and correspondence using correct grammar, spelling, punctuation, and document enhancement

Display information and data in the most meaningful manner

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

Establish and maintain a cooperative working relationship with those contacted in the course of work assignments in a wide variety of situations

EDUCATION AND EXPERIENCE

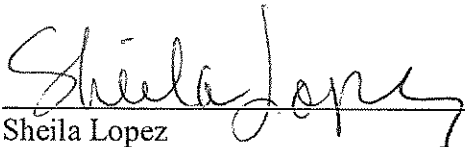
Generally, any combination of education and experience that could likely provide the required knowledge and abilities is qualifying. A typical method of demonstrating these qualifications would be:

- Bachelor's degree with major coursework in computer science, systems analysis, research, statistics or a closely related field
- Four years of job related experience involving complex analysis, data management, and software utilization. Experience working student programs similar to those operated by the County Office of Education is desirable.

BARGAINING UNIT: Office, Technical, and Business Services (OTBS) Unit

WORKING CONDITIONS: Duties are performed in an office environment while sitting at a desk and program sites and in the community to make oral presentations and attend meetings. Incumbents may be required to work a flexible schedule evening and weekend hours. May require to use personal vehicle in the course of employment, may be required to attend evening meetings, and travel, may be required to work evenings or weekends, and operates a desktop computer and network system equipment and services for prolonged periods of time.

PHYSICAL DEMANDS: Incumbents regularly stand and sit for long periods of time, walk short distances on a regular basis, use hands to handle, feel, finger, and to operate a computer keyboard, network servers, or other office equipment, reach with hands and arms, stoop or kneel or crouch to file speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate desktop computer; hear and understand voices over the telephone and in person; and move and transport program materials weighing up to 20 pounds.



Sheila Lopez
Interim Director, Classified Personnel Services

3-21-13

Date

Personnel Commission Approval: August 4, 1992
Revised: 08/22/98, 03/23/00, 01/2002, 04/30/09, 3/21/13