

## COORDINATOR IV: INFORMATION SERVICES

### DEFINITION:

Under the general direction of the Director, Information Services, leads assigned Information Services teams; develops and executes objectives related to enterprise data systems and related software programs; manages complex projects and initiatives; evaluates programming, integration and data/information needs and program effectiveness; constructs and implements plans to ensure the data and information needs of the district are met.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Plans, organizes and directs the objectives and activities of assigned teams, including software development and maintenance, enterprise database management, systems integration, state and federal reporting, data governance, and analytics.
- Directs and evaluates the performance of assigned staff; interviews and selects employees; provides training, feedback and support to staff.
- Prioritizes requests for support and new projects, balancing district needs and staff workload; works with department leadership and district stakeholders to resolve resource and priority conflicts.
- Leads and participates in programming, coding, testing, updating, and maintaining enterprise systems and related programs; troubleshoots, identifies, and resolves system and program issues.
- Develops complex applications, queries, reports and dashboards to support instructional and operational needs of the district.
- Leads stakeholder engagements to analyze business rules and process requirements; identifies and analyzes complex, ambiguous and/or conflicting development or system configuration issues; works with stakeholders to review, refine and document business requirements and align systems to district needs.
- Reviews proposed changes to systems and processes; anticipate potential impacts on related systems and operational activities; document, present and recommend actions based on findings.
- Develops maintains, and implements data governance procedures; verify accuracy of data being used for federal, state, county and district reports; analyze root cause of data integrity/quality problems; safeguard student and staff data and ensure compliance with federal and state privacy regulations.
- Develops and implements plans to meet data/analytics needs of the district; oversee selection, design, development and maintenance of business intelligence and data warehousing platforms; coordinate with district leadership to ensure ready access to data essential to teaching and learning, program evaluation, and district operations.
- Defines and implements standards for development, testing, data validation, and documentation; coordinates cross-training and collaboration between team members to prevent service disruptions.
- Manages complex technical projects including requirements definition, budget development, procurement, stakeholder engagement, technical design, implementation, staff training and communications; leverages appropriate project management tools and standards to coordinate work of project team members.
- Facilitates effective communication and collaboration within assigned team(s), between team members and other IT divisions, and with consultants and vendors. Collaborates with educational agencies, private corporations and other technical resources to continuously assess and improve services.
- Prepares, maintains and delivers reports and presentations related to assigned activities including IT projects, service outages and team effectiveness.

- Communicates with personnel, departments, administrators and outside agencies to exchange information, coordinate activities and resolve issues or concerns.

### QUALIFICATIONS GUIDE

#### Knowledge of:

- Principles, practices and techniques of database design and development
- Advanced programming systems, utilities and applications
- Data governance standards and data privacy regulations and requirements
- Software development life-cycle
- Project management tools and techniques
- Business intelligence and data visualization tools and design principles.
- Principles and practices of supervision and training.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.

#### Ability to:

- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and collaborative working relationships with others.
- Work under pressure.
- Research and resolve complex technical issues.
- Evaluate technical solutions efficiently and thoroughly.
- Train, schedule and supervise assigned personnel.
- Plan and organize work. Prioritize and schedule work.
- Learn, apply and implement new technologies quickly in a rapidly changing environment.
- Problem-solve and adopt an effective course of action.
- Meet schedules and timelines.
- Work independently with little direction.

### EDUCATION/EXPERIENCE:

Any combination of education, experience, and training that would likely provide the required knowledge may qualify. A typical way to meet the minimum qualifications would be:

- Five (5) years of progressively responsible experience in technical lead or management role.
- Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in management information systems or a related field.
- Admin Credential will be considered.

#### Means of Transportation

- Possess and maintain a valid California Driver's License (Class "C")
- Capable of traveling to various sites within a reasonable timeframe using the employee's personal vehicle

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sitting, standing and walking for extended periods of time.
- Seeing to read a variety of materials.
- Hearing and speaking to exchange information.
- Dexterity of hands and fingers to operate a computer keyboard.
- Reaching overhead, above shoulders and horizontally.
- Bending at the waist, kneeling or crouching.
- The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds with assistance as needed.

### WORK ENVIRONMENT:

Office environment. The work environment characteristics described here are representative of those an

employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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