

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: DIRECTOR – STUDENT DATA INFORMATION TECHNOLOGY SERVICES

GENERAL STATEMENT OF JOB

Under occasional supervision, the Director performs specialized technical, administrative, and supervisory work in the support, operation and coordination of the computerized student information management systems and Data Warehouse for Guilford County Schools. Work involves providing coordination between the NC Department of Public Instruction (DPI), the district and schools, ensuring the district's compliance with reporting requirements related to student information through Uniform Education Reporting System (UERS) of North Carolina. Supervision and participation in the development of student information specific projects is required. Work also involves assisting school-based personnel in the use of student information management software, including instruction, scheduling problem analysis and resource allocation, this includes knowledge of the student registration process. Employee is also responsible for monitoring, coordinating, and facilitating subordinate North Carolina Window of Information on Student Education (NC WISE) Data Managers and ensuring work flow and standard quality levels are met with respect to supporting all student information system projects. Employee must exercise considerable leadership involving the frequent contact with school officials, fellow employees, and subordinate employees. Employee works with other system level personnel to effectively coordinate the integration and sharing of information between departments. This employee has the additional responsibility for the continued growth and development of data reporting capabilities of the Student Information Department. Employee reports to the Chief Information Officer.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Oversees and ensures proper procedures with respect to subordinate employees supporting various student information system projects.

Serves as the system contact for State level involvement in NC WISE implementation and progression for communication and coordination between the NC Department of Public Instruction (DPI), the district, and schools to ensure district program is consistent with state mandated criteria and structure and that the requirements of the Uniform Education Reporting System (UERS) are met.

May serve as district representative on state or local committees involving student information.

Represents the district program related to student data to school community and the public, plans and coordinates special activities and presentations and interacts with state government, vendors, business and industry professionals.

Receives requests for student information, determines scope and appropriateness, may modify existing program or develop new application using query programs or standard report writers and ensures integrity of data/reports.

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Works with principals and other system level personnel to coordinate the integration and sharing of student information between schools and departments.

Participates in long-range planning for the student information needs of LEA.

Assists in identifying system enhancements and in the selection of student information system related hardware and networking needs.

Collects data from individual school sites and sources, consolidates and creates summary databases/reports.

Uses data warehousing techniques to maintain historical data, compare data from various sources and to produce additional reports.

Uses common software packages (word processing, spreadsheet) to produce additional reports.

Schedules and coordinates the transfer of UERS information and other electronic files from the LEA to DPI.

Assists school-based personnel in implementing standards and operating procedures established for management of student data.

Provides instruction and disseminates information to Principals and other school administrators regarding student information requirements for the operation of the student information management system.

Convenes regular meetings of all school-based NC WISE data managers to share ideas and disseminate information regarding new requirements for the operation of the student information management system.

Provides first-level support to all school-based personnel in the use of the computerized student information management system, handles complex system errors or malfunctions, and provides expertise in non-routine situations.

Provides assistance in all areas of student information, developing attendance reporting formats, grade reporting, registration and scheduling, discipline reporting,

Works directly with teachers in the use of the electronic grade book system, including training, program analysis and installation.

Troubleshoots operational and software problems, determines cause of error or stoppage, applies corrective techniques in cases where the problem is software related or refers problem to technical support staff.

Determines solutions to critical informational problems. Readies the team for implementation of the solution.

Provides on-site assistance to users with the utilization of available hardware, software and personnel.

Outlines installation instructions and distributes new software releases of the student information management software on school's computer systems.

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Assists principals in the selection of NC WISE data managers.

Uses student information generated reports (example; class tallies) to assist Human Resources with teacher allocation process.

Offers training for school-based and district-level personnel in the use of student information management systems.

May assist users in developing coding systems, establishing system parameters or defining reporting options in other computer database software applications pertaining to student information.

Audits school data for compliance with state standards.

Establishes and enforces standards, policies and procedures for the student information management system.

Implements data back-up procedures to ensure minimal loss of data.

ADDITIONAL JOB FUNCTIONS

Maintains inventory and purchases supplies used to maintain the student information management system.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's Degree and 10 years of experience with a proven record of excellence in the area of student information management systems with specialized coursework in the use of technology. Experienced in use of NC WISE and legacy student information systems, data and preferably with some supervisory experience; or any equivalent combination of training and experience which provides the required skills, knowledge, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment and tools including computers, scanners, typewriters, computer software, etc. Must be able to exert up to 10 pounds of force occasionally, and/or up to 5 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Light Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving instructions, assignments or directions to subordinates.

Language Ability: Requires the ability to read a variety of correspondence, reports, forms, technical manuals, program documentation, etc. Requires the ability to prepare correspondence, reports, forms, instructions, etc. using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and to apply the theories of algebra and descriptive statistics, statistical inference and statistical theory.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the student information management software used by the school system and subsequently the State; operating procedures, related components, capabilities, limitations and system requirements.

Considerable knowledge of transcripts, End-of-Course (EOC) assessments, graduation requirements, and career pathways is required. Thorough knowledge of DPI standards, student accounting procedures and regulations, and state and local requirements as they apply to student information.

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Considerable knowledge of other student information software packages.

Considerable knowledge of data warehousing techniques.

Working knowledge of query programs and standard report writers.

Working knowledge of computer hardware and common software applications.

Working knowledge of networking concepts.

General knowledge of the principles of supervision, organization and administration.

General knowledge of the current literature, trends and developments in the field of information systems.

Ability to install and setup software packages that meet the needs of users.

Ability to systematically determine the source of computer problems and take action.

Ability to train users on the use of available hardware and software.

Ability to translate user requirements into effective program designs and reports.

Ability to evaluate software applications and to make recommendations.

Ability to develop clear, effective instructions for users.

Ability to design, develop and schedule processing to ensure efficient use of equipment.

Ability to communicate effectively both orally and in writing.

Ability to maintain complete and accurate records.

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Ability to establish and maintain effective working relationships as necessitated by work assignments.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.