
Position:	Special Education Technical Support	FLSA:	Non-Exempt
Department/Site:	Special Education	Salary Grade:	21
Reports to/Evaluated by:	Special Education Administrator SELPA and Psychological Services	Salary Schedule:	Classified

SUMMARY

Under the general direction of an assigned supervisor, assists Special Education Information System (SEIS) users with resolution of application issues; manages application security and configuration of SEIS users; provides data to internal and external sources such as State agencies by preparing periodic and custom reports from SEIS, the California Longitudinal Pupil Achievement Data System (CALPADS), and Desired Results Developmental Profile (DRDP) databases; ensures database extraction meets reporting requirements; establishes procedures and trains others on data entry requirements for multiple applications; and develops and maintains documentation of supported systems. This position requires effective communication, teamwork, and collaboration when analyzing and resolving problems or developing solutions. The volume of work requires the ability to prioritize projects to meet district needs. Mentoring and assuming lead direction on projects is expected.

DISTINGUISHING CAREER FEATURES

Special Education Technical Support position provides support to multiple essential applications including SEIS and CALPADS. This position also requires the ability to interpret reporting requirements and prepare systems for compliance with the State. This may include the coordination of training of individuals, interfacing SEIS and CALPADS systems, developing standardized data entry procedures. Must be able to troubleshoot errors and coordinate resolutions with special education personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Depending on the area of concentration, incumbents are expected to be a division/department specialist and perform the following duties:

- Supports district and department operations, policies, objectives, and goals.
- Manages assigned projects and support requests and inquiries from SEIS system users in a timely manner.
- Generates a variety of reports to meet requirements such as, but not limited to, general administrative, academic and expected state statistical information for the CDE.
- Interprets reporting requirements and collaborates with other staff with instructions for new or changed reporting requirements. Develops schedule to meet reporting timelines. Analyzes test report and reviews data for accuracy.
- Troubleshoots data errors including reviewing and correcting with special education personnel.
- Trains staff on data entry protocols and requirements to ensure reporting accuracy and ease of data.

- Provides support for users having trouble accessing information.
- Stays knowledgeable and attends trainings related to reporting requirements. Stays up to date regarding new and changing requirements and informs effected staff as appropriate.
- Creates searches in SEIS for collecting data.
- Configures and maintains user permissions within respective applications.
- Prepares and proofs documentation in data systems and report/data generation procedures for various technical support issues, instructional use, or reporting.
- Provides training in the use of district technology programs and systems to the extent of expected position knowledge.
- Participates in the planning of new projects, and programs.
- Conducts testing of new releases of CALPADS software and performs troubleshooting before implementation to special education users.
- Communicates with users in a professional manner using patience, courtesy, and empathy to provide customer satisfaction.
- Mentors team members and assume lead roles on assignments and projects.
- Performs other duties as assigned that support the overall objective of the district and department.

QUALIFICATIONS

Knowledge and Skills: Requires a technical understanding of SEIS and CALPADS structure, and the full array of state reporting requirements. Requires knowledge of report generation processes including troubleshooting system and data errors. Requires a working knowledge of Excel features, SEIS and CALPADS software. Requires the knowledge and skill to set up and maintain files for report production within an integrated relational database. Requires well-developed data entry and keyboarding skills. Requires sufficient human relations skills to train groups of employees and serve customers within the district.

Abilities: Requires the ability to perform all of the relevant duties of the position with only general supervision. Can work effectively in a team environment. Requires the ability to perform recurring and time-dependent tasks. Requires the ability to explain and interpret reporting requirements and data interface protocols. Requires the ability to determine the needs of individuals, and work with other districts. Requires the ability to develop clear and precise documentation of technology procedures as it pertains to the systems supported. Must be able to operate computer equipment and applications associated with data processing operations. Must be able to identify errors, make appropriate corrections and work with SEIS and CALPADS personnel with issues.

Physical Abilities: Position involves light to medium walking, standing, stooping carrying and lifting of lightweight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

Education and Experience: This position requires an associate degree and one year of applicable experience. Additional experience can be substituted for higher education.

Licenses and Certificates: May require a valid driver's license.

Working Conditions: Work is performed indoors where minimal safety considerations exist.