

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED MAY 2012
SALARY SCHEDULE: #89
CLASSIFIED MANAGEMENT – OVERTIME EXEMPT
CODE: 2, 6, 8**

**CSIS CLIENT SERVICES OFFICER
(California School Information Services)**

DEFINITION

Under direction of the FCMAT/CSIS Chief Operations Officer, the CSIS Client Services Officer will participate as a member of the FCMAT/CSIS senior management team in CSIS strategic planning and tactical operations. Members of the FCMAT/CSIS senior management team interact on a recurring basis with management and staffs of external public agencies including local K-12 education agencies, postsecondary education agencies, the California Department of Education (CDE), the California Technology Agency and other relationships germane to the mission of the CSIS Program. The CSIS Client Services Officer is responsible for all functions associated with FCMAT/CSIS Service Desk and training services. Responsibilities include staffing and directing all FCMAT/CSIS Client Services units and employees, as well as formulating and administering client service and training strategies to effectively support all local education agencies in California in their use of the California Pupil Achievement Data System (CALPADS) and other FCMAT/CSIS services.

EXAMPLES OF DUTIES

The CSIS Client Services Officer is responsible for leading, directing and supervising the daily operations of FCMAT/CSIS Client Services, including the direct supervision of management staff and other employees as assigned;

implementing and managing the CALPADS Service Desk in accordance with the CDE's Service Management System User Manual and participating with the CDE leadership in the refinement of that manual as needed;

implementing and managing the CALPADS Problem Management Workspace in accordance with the CDE's Service Management System User Manual and participating with CDE leadership in the refinement of that manual as needed;

implementing and managing the FCMAT/CSIS Service Desk to enable California school districts, county offices of education and independently reporting charter schools to effectively and efficiently utilize records transfer activities and other FCMAT/CSIS services;

setting standards for performance of the FCMAT/CSIS Client Services staff;

ensuring FCMAT/CSIS Client Services staff provide high-quality service desk support and training services, including but not limited to:

- 1) providing effective and efficient Service Desk services that meet the needs of clients requesting assistance within specified response times;
- 2) providing proactive assistance to help local education agencies complete the work necessary to submit and certify their data by the published deadlines;
- 3) identifying training needs and planning trainings to meet those needs;
- 4) delivering training sessions to meet the needs of clients; and
- 5) developing and implementing strategies to engage clients in trainings;

implementing software applications to assist support staff in meeting the needs of clients;

ensuring FCMAT/CSIS Client Services procedure documents describe the actions and expectations of related to delivery of FCMAT/CSIS Client Services, including defining metrics and capturing data that will be used to inform continual service improvement of training and service desk services;

developing collaborative working relationships with other FCMAT/CSIS department managers and staff to ensure effective coordination of resources for the attainment of program goals and objectives;

in coordination with other FCMAT/CSIS department managers, establishing and maintaining effective relationships with providers of electronic computer application/systems such as student information systems (SIS), human resources (HR) systems, and enterprise resource planning (ERP), including working with appropriate personnel from both private commercial vendors and value-added partners, plus in-house resources of local education agencies acting as systems providers;

acting as liaison to local educational agencies, California Department of Education, and the CDE and CSIS Advisory Group, as well as other outside agencies and associations for CALPADS and FCMAT/CSIS Program Client Services activities;

preparing and maintaining records, reports, and applications as required by the California Department of Education and other governmental agencies or FCMAT/CSIS partners;

serving as a cooperative and contributing member of the FCMAT/CSIS Program;

completing other duties as assigned.

QUALIFICATIONS

Knowledge of:

Demonstrating knowledge of large relational databases and acceptance testing processes and procedures;

demonstrated knowledge of customer service issues and concepts;

demonstrated knowledge of issues and concepts related to training adults to use computer systems to capture, maintain, report and use data;

in-depth knowledge of local K-12 operations and considerable experience in working with student information systems, and knowledge and experience with the CSIS Program as implemented at the local education agency level is preferred.

Ability to:

Proven ability to effectively work on concurrent tasks and with multiple entities;

demonstrated ability to delegate and hold accountable those responsible for carrying out the policies and procedures related to FCMAT/CSIS services;

demonstrated ability to work with formal organizational structures as well as with flexible teams;

demonstrated ability to build and manage constructive relationships with all stakeholders, including staff, administrators, state and local leaders both as a leader and a group member;

Proven ability to communicate effectively in public, in conference and in written materials;

Proven interpersonal, group facilitation, leadership and technical skills consistent with the goals and objectives of FCMAT/CSIS;

demonstrated ability to plan and organize the work of staff;

perform duties and responsibilities with a high degree of professional integrity.

Experience:

Minimum of seven (7) years in the technical or client services field, with at least three (3) years of management experience of a client support function or of student information systems operations.

Experience in strategic planning.

Experience working with large relational databases designed for both transaction processing and complex reporting.

Experience working in California K-12 operations is preferred.

Education:

Bachelor's degree required.

Master's degree preferred.

Conditions of employment:

Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position is overtime exempt and has a probationary period of one year.

TS:gs

10/29/15

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