

## **SPECIAL EDUCATION INFORMATION SYSTEMS TECHNICIAN**

### **PRIMARY FUNCTIONS:**

Under minimal supervision, provides complex and technical administrative operations and support of Special Education Information Systems; inputs, processes, analyzes, processes, adjusts and presents data in Special Education Information Systems and databases for reporting and other purposes; provides high level of customer service, technical support and training to end users of Special Education Information Systems; works collaboratively with all internal/external stakeholders to maintain integrity and accuracy of all information in Special Education Information Systems; and performs related tasks and duties as required.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

- Analyzes Special Education Information Systems data to prepare or assist in preparing legally mandated reports as well as making programmatic recommendations to SELPA director, Special Education Administrators and site administrators.
- Generates, prepares and transmits complex technical state-mandated reports both manually and via computer.
- Liaises, collaborates and communicates with state and federal offices, district staff and other stakeholders regarding data/reports produced from Special Education Information Systems.
- Prepares, analyzes and reports routine data from Special Education Information Systems.
- Communicates with internal/external stakeholders via drop-ins, phones, emails, letters and other communications to answer questions, provide support and anticipate potential problems/issues.
- Leads the development of end user support learning media, which may include manuals, videos, checklists and other tools.
- Verifies accuracy and completeness of data received from stakeholders, both manually and electronically, to process data in Special Education Information Systems.
- Creates, develops and prepares letters, forms, reports and other communications regarding Special Education Information Systems for district distribution, state offices, federal offices and other stakeholders.
- Utilizes district computers, software and hardware to execute tasks, duties and responsibilities required of this classification.
- Trains, supports and provides technical support to end users of Special Education Information Systems.
- Performs related duties as assigned.

### **QUALIFICATIONS:**

#### **Knowledge of:**

- Special Education laws and regulations.

- Special Education students' needs, staffing allocations and computer systems/programs.
- Special Education Information Systems, IEP's, Special Education terminology and Special Education departmental operations.
- Microsoft Office applications, including Word, Access, Excel, Outlook, etc.
- School and District policies, rules and regulations.
- Complex letter preparation and processing data for various reports.
- Modern business practices and district authorized software to complete duties, tasks and responsibilities.
- Correct English usage, spelling, grammar, punctuation, and mathematics.
- Effective reading, writing and communication skills.

**Ability to:**

- Input, process, analyze and present Special Education data from various Special Education Information Systems for a variety of purposes.
- Develop, modify and maintain handbooks and other reference materials for new staff and professional development of veteran staff members regarding Special Education Information Systems.
- Learn, analyze, support and train staff in all facets of Special Education Information Systems via phone, emails, drop-ins, presentations, etc.
- Identify and interpret California Education Code sections, federal laws and regulations and other related bodies of law as they pertain to Special Education Information Systems, IEP's, etc.
- Collect, input and review data for MIS and SEIS systems.
- Create professional letters to parents, letters to external organizations and communications to school sites, staff and others.
- Operate standard office equipment (i.e. copier, fax, scanner, etc.)
- Analyze data and other information to make independent decisions and recommendations per District, state and federal guidelines and laws.
- Interpret Special Education forms, findings, reports, IEP's and other documents for Special Education staff and student allocation and assignments.
- Independently seek out answers by utilizing various resources to reach resolution.
- Understand and follow oral and written instructions.
- Multi-task and work under stressful conditions.
- Communicate effectively both orally and in writing.
- Work without close supervision.
- Establish and maintain cooperative and effective working relationships with other staff and external organizations and agencies.
- Carry out oral and written directions; write and speak at a level sufficient to fulfill the duties to be performed for the position described

## **EDUCATION AND EXPERIENCE:**

### **Education:**

- High school diploma or high school equivalent. Associates Degree from an accredited college or university (or equivalent quarter/semester units), which may be substituted by providing an additional 2 years of qualifying experience to be determined by Human Resources.

### **Experience:**

- 3 years of experience working with Special Education Information Systems in an educational environment.
- Demonstrated experience working in a busy office environment.
- Demonstrated high level of customer service with public and special education population.

### **Licenses or Certificates Needed:**

- Possession of a valid California Driver's License. Candidates must provide (and maintain) official motor vehicle driving record, and proof of compliance with district safe driving standards.

## **PHYSICAL EFFORT / WORK ENVIRONMENT:**

### **Environment:**

- Indoor environment.
- Office setting with heavy phones, customer drop-ins and other communications.

### **Physical Abilities:**

Employees in this position must have/be able to:

- Observe safe lifting and carrying practices.
- Hear and understand speech at normal levels and on the telephone with/without assistive devices.
- See, hear and speak with/without assistive devices sufficient to communicate effectively with others.
- Bend at the waist.
- Reach overhead, above the shoulders and horizontally; grasp.
- Sit for extended periods of time with intermittent walking.
- Dexterity of hands and fingers to operate assigned office equipment.

## **SALARY:**

Schedule: 5, Range 71

Approved by the Human Resources Department

Approved by the Board of Education: