CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

DIRECTOR, EDUCATIONAL SUPPORT SYSTEMS

CLASSIFIED MANAGEMENT CLASS SPECIFICATION

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

MANAGEMENT RESPONSIBILITY

The Director of Educational Support Systems is a district management position designated by the Board of Trustees of the Chabot-Las Positas Community College District. The position, under the supervision of the Vice Chancellor, ESSS, is responsible for the satisfactory completion and coordination of the listed duties and responsibilities either directly or through administrative review. The incumbent is charged by the Board of Trustees with the satisfactory implementation of Board policy and District procedure as applicable to the position.

This position takes leadership in establishing and maintaining the district-wide educational support systems regarding the planning, analysis, design, development, integration, and implementation of reports and dashboards for district-wide use to support educational improvement in academic and student program outcomes. In addition, the incumbent is expected to serve and support district-wide committees and task forces by making appropriate recommendations for improvements or additions in areas of reporting authority.

GENERAL DESCRIPTION

Under general direction, plan, implement, and direct strategic integration initiatives and projects for data-driven educational support systems across the multi-college District. The Director exercises leadership and collaboratively works across the district on educational support systems connected to district-wide priorities; coordinates across Colleges, District Office, and external stakeholders to meet emerging needs, planning, and requirements. The Director works closely with the Colleges and Information Technology Services (ITS) to develop continuous improvement practices with existing and new technological systems, facilitate procedures and systems to improve operations; create tools and dashboards as resources to augment and inform planning and reporting regarding accreditation, educational and strategic planning, enrollment management, grant development and management, workforce and economic development, and student success.

The Director organizes, designs, and implements various objectives and activities related to a systematic approach to technical integration to support academic quality and student success in a diverse and inclusive higher education culture. The incumbent works across the district to identify functional and technical issues in the educational support systems environment through creating, maintaining, and executing project plans to produce outcomes that are beneficial to district-wide activities.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices

1. Provide educational support systems leadership to plan, organize, manage, and direct the operations and activities to produce accurate data tools benefitting equity-centered strategic planning and decision-making with an emphasis on enrollment management and the improvement/enhancement of instructional and student services.
2. Coordinate the identification and prioritization of current and future educational services needs and solutions with Colleges and District-wide stakeholders including committees; analyze gaps in data collection and reporting capabilities, recommend solutions for closing gaps.
3. Manage and execute goals, objectives, complex activities in order to operationalize educational support systems and related technologies to enhance reports for analysis, outputs, and compliance to inform decision-making and equity-centered strategic planning.
4. Develop, manage, and be accountable for assigned budgets; administer and oversee all related fiscal activities; monitor expenditures.
5. Work closely with Colleges and ITS to design and integrate educational systems reporting across platforms, including the following platforms: DegreeWorks, CRM Recruit, CRM Advise, Ad Astra, SARS, Cranium Café, Banner, Argos.
6. Manage a framework for the continual development and utilization of district-wide platforms to produce tools and dashboards to: support district-wide inquiry and improvement in reaching Master Plan goals and outcomes, support required state and federal educational services reporting requirements, prepare grant applications, meet regulatory compliance expected of California Community College Districts; ensure reporting accuracy and data integrity.
7. Provide leadership, coordination and support for District-wide partnership programs focused on equitable student access, student achievement, and student success outcomes including, but not limited to Data Agreements for the East Bay College Agile Network and the Bay Area K-16 Collaborative.
8. Provides project management throughout the life of an assigned project; develops project plans in coordination with campus/district committees and administration; manages consultant contracts; provides regular program/project status reports to an array of internal and external stakeholders.
9. Assess the effectiveness of educational systems to optimize student completion of college awards, matriculation milestones, student educational goals such as transfer, and planned campaigns to support students achieving these metrics, disaggregate data to ensure equity populations and disproportionate impact are key considerations in analysis.
10. Plan, design and consult with others on a variety of projects relating to workflow efficiencies across academic and student services to further processes, campaigns, and dashboards that produce reliable and regular reports; test system and provide feedback on when upgrades, patches, and fixes related to the suite of educational support systems; troubleshoot issues with ITS, vendors, and other appropriate contacts to resolve issues impacting system performance.
11. Develop, produce, and maintain a repository of educational system support tools and dashboards to support practitioner level inquiry and strategic enrollment management; develop and distribute relevant facts and reports to advance practitioner learning and knowledge district-wide.
12. Facilitate and ensure a systematic, integrated equity-centered approach to district reporting on: CCCCO Categorical Allocations to the District, External Grant Awards, and required District-wide reports such as the Comprehensive Labor Needs Assessment.

13. Prepare reports and presentations for various audiences including Board members, administrators, faculty, staff, and members of the community.
14. Performs other duties as assigned.

MINIMUM QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
1. Educational program planning, state and federal reporting guidelines, and institutional planning.
2. Methods and techniques of effective technical, administrative, financial record keeping, report preparation and presentation.
3. Producing outcomes that support organizational advancement utilizing a variety of student information systems.
4. Technology tools to design integrated reports that draw across research and information platforms.
5. Principles and practices of strategic enrollment management.
6. Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.
7. The education process, instruction, role of faculty, curriculum, student services, student learning outcomes, and community college accreditation standards and practices.
8. Principles and practices of budget preparation and administration.

Ability to:
1. Promote student enrollment, success, retention, and outcomes across diverse student populations.
2. Maintain current knowledge of community college education, college and community characteristics, and trends.
3. Maintain current knowledge of laws, codes, ordinances, regulations, and pending legislation related to educational services, planning and accreditation.
4. Work and exercise leadership in a diverse workplace.
5. Work collegially in a participatory governance environment.
6. Facilitate collaboration, teamwork, and positive working relationships among administrators, faculty, staff, intersegmental partners, and community leadership.
7. Communicate district-wide keeping the colleges and administration informed on planning goals and results
8. Communicate with with outside organizations on complex highly-regulated goals, outcomes and data, and coordinate activities.
9. Represent the District in community, intersegmental initiatives, and professional organizations as appropriate.
10. Lead/serve on District and College committees, task forces, and other groups.
11. Ensure compliance with Federal and State requirements and standards and coordinate across the District to produce outcomes that ensure applicable standards are met.
12. Manage multi-college and multi-stakeholder (such as K-16) reporting implementation projects, including data agreement development, design, and operationalizing dashboards and shared tools.

13. Develop, monitor, and maintain budget and prepare related reports; anticipate total cost of ownership and support necessary to sustain area of responsibility, needs, and future growth.
14. Provide assistance and technical problem solving to College staff and faculty as needed.
15. Make presentations to large and small groups.
16. Attend and participate in professional group meetings.
17. Incorporate new developments as appropriate.
18. Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students, including those with physical and/or learning disabilities.

Minimum Education & Experience – *An equivalent combination of education and experience which indicates possession of knowledge and skills required to perform the duties of this position.*

Education: Master's Degree in any field from an accredited institution of higher education.
Experience: Three years of experience in higher education leadership across instruction and student services, leading efforts focused on student success outcomes and documented metrics. Three years of project management, technological adoption in a complex educational system, evidence of leading continuous program improvement, planning, and local state and national compliance reporting experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting with limited travel to attend meetings and conferences.
Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to various locations; and to verbally communicate to exchange information.

APPOINTMENT
The Director of Educational Support Services shall be elected by the Governing Board upon the nomination of the Chancellor.

NOTE: This administrative class specification is not necessarily all-inclusive in terms of duties and responsibilities.