

DATA OPERATIONS SUPERVISOR

GENERAL RESPONSIBILITIES

Supervise and manage the Data Operations call center staff, providing leadership with a commitment to quality and excellence. Coordinate the student data management functions, including student databases and integrated systems while supporting the schools and the functions therein. Continuously evaluates procedures and processes for improvement. Manage projects and training with the team.

ESSENTIAL TASKS

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Manage the student data operations call center and staff.
- Work collaboratively with other departments to consult on records management practices in accordance with the handling of student records as defined by the Virginia Department of Education.
- Collaborate with Information Services to provide technical requirements on behalf of our customer base.
- Scheduled and facilitate meetings geared towards continuous service improvement and issue resolution.
- Identify inefficiencies and develop improvements and solutions for outdated procedures and customer concerns.
- Manage resources, tasks, dependencies, and deadlines to achieve department and project goals.
- Troubleshoot student database and integrated system problems to ensure uninterrupted service to customers.
- Manage the student database testing, upgrades, and enhancements.
- Develop and submit School Board reports to accurately reflect enrollment and attendance data.
- Develop processes or enhancements for requesting student data reports.
- Coordinate and develop training for all student data systems supported by Data Operations.
- Coordinate quarterly Focus Meetings for targeted groups; facilitate as needed.
- Present to large groups of users.
- Communicate with parents and other members of the community.
- Manage system maintenance processes in support of the school calendar year to include summer school.
- Test and document various procedures for supporting the school systems.
- Perform related work as required.



KNOWLEDGE, SKILLS AND ABILITIES

Must have a thorough knowledge of standard office practices, procedures and equipment; thorough knowledge of school system routine and procedures; knowledge of service desk applications, student information systems and electronic gradebooks, is essential. Must have the ability to establish and maintain effective working relationships with staff and division personnel; ability to work under pressure; ability to organize and perform work independently; ability to interact with the public effectively and present in front of large groups; ability to plan and supervise the work of others.

EDUCATION AND EXPERIENCE

High School Diploma or GED required. Supervisory and project/task management experience preferred. Knowledge of VBPCS grading, attendance and school calendar processes is preferred.

PHYSICAL REQUIREMENTS

Some standing, walking, and moving required.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

SPECIAL REQUIREMENTS

Possession of a valid driver’s license

FLSA status: Exempt	Description: Rev. 6/2012
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