

Director IV – Instructional Business Process Expert

Position Details

Job Code: U7103

Reference Code: A990

Division/Unit: Technology and Information Systems Services

Classification: Professional-Technical

Terms of Employment: [Step 44 of the Unified Administrative Salary Schedule, 12 Months](#)

FLSA STATUS: EXEMPT

Position Summary

This position functions as a business process expert for the student information system (SIS) and will be responsible for leading the design, coordination, implementation, and testing of cross-functional business processes related to the function and use of the system. This position will oversee the development and coordination of training for personnel districtwide; provide leadership governing the use of the system, and through analysis and design, provide continuous improvement of business processes that will reduce and eliminate manual processes and create increased efficiency and improved customer service. This position will refine the technical specifications for the system while continually ensuring compliance with state and federal laws through strong leadership, interpersonal skills, and knowledge of common systems analysis techniques including working directly with instructional leaders and the community. This position will serve as the Clark County School District's custodian of educational records for former students and will develop and maintain student accounting protocols and a system for requesting and maintaining student academic and special education (confidential) records. The person selected for this position is directly responsible to the Chief Information Officer, Technology and Information Systems Services (TISS) Division, Operational Services Unit (OSU).

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Performs analysis of the SIS based upon or related to user or system design specifications, including creation of test plans and scripts, documentation of test results, and retesting, as necessary.
2. Creates documentation for the SIS, including process design, setup procedures, and user procedures.
3. Applies systems analysis techniques and procedures to determine software or system functional specifications, in support of upgrades, enhancements, patch fixes, and system implementation projects.
4. Plans, designs, and executes a system of error checks delivered to end users identifying errors in student data based on the developed business rules.
5. Plans, develops, and coordinates District and statewide professional learning for administrators, teachers, and support professional personnel on the use of the SIS as related to student accounting, attendance accounting, attendance audits, household creation, period schedules, transcripts, master scheduling, academic plans, grade books, grade reporting, and diploma posting.
6. Performs root-cause analysis in identification and resolution of complex problems with education-related software systems, which may result in software modifications or vendor support tickets.
7. Leads IT support personnel, providing feedback and subject matter specifications, regarding the design of processes and reports for schools, departments, administrators, Nevada Department of Education (NDE), and the public.
8. Provides subject matter expertise for configuration, upgrade, and implementation of supported software systems.
9. Analyzes, troubleshoots, and coordinates with District technical staff and vendor representatives for high-level software-related issues to determine root cause and ensure resolution.
10. Performs non-technical system administration for the SIS.
11. Ensures compliance with Family Educational Rights and Privacy Act (FERPA) as it relates to providing information to District's instructional systems.
12. Serves as a liaison to the service desk to ensure communication of system changes.
13. Communicates with and provides support to help desk personnel with documenting workarounds or resolutions in the Strategic Insurance Software - software issues tracking system.

14. Designs, plans, and administers strategies for resolution or completion of situations or projects.
 15. Represents the District at local, state, and national meetings.
 16. Promotes parent/guardian and student participation in helping to define access to academic data and in raising awareness and understanding among their peers.
 17. Performs other duties related to the position, as assigned.
-

Position Expectations

1. Must demonstrate excellent customer service and professional skills and business acumen.
2. Ability to integrate data from system-wide analysis of current District automated systems with 21st century technology and educational practices to effectively implement innovative business process improvements.
3. Ability to combine essential Subject Matter Expertise (SME) with super-user knowledge of the SIS to design, coordinate, implement, test, train, and support District software systems.
4. Ability to communicate technical information effectively to non-technical audiences and to illustrate project goals and progress to other departments/divisions, and agencies outside the District.
5. Ability to articulate and manage expectations of software system vendors on behalf of the District and affected business units.
6. Exhibit initiative in implementing new 21st century training programs using Web 2.0 and social media tools.
7. Ability to communicate clearly both orally and in writing; possess excellent verbal, written, and presentation skills.
8. Ability to work collaboratively and cooperatively with students, parents/guardians, school and administrative personnel, and representatives of community organizations or agencies.
9. Possess personal characteristics including, but not limited to: poise, judgment, perspective, integrity, flexibility, sound judgment, and professionalism.
10. Possess a high degree of skill in conflict management, collaboration, and problem solving.
11. Possess effective skills in planning, organizing, and coordinating activities.
12. Ability to analyze and evaluate business processes by weighing the instructional need and the technical requirements.
13. Demonstrate diplomacy, judgment, leadership, and accountability.

14. Demonstrate an understanding of best practices in blended and online education, including learning theory, delivery models, technology tools, infrastructure, quality control, and governance.
 15. Ability to manage multiple projects and meet deadlines.
 16. Experience with instructional planning at a school or District level.
 17. Ability to work cooperatively with other departments within the District and with other agencies, both state and national.
-

Position Requirements

Education and Training

An earned master's degree from an accredited college or university. A bachelor's degree from an accredited college or university plus three (3) years' of additional experience beyond the minimum requirement below can be substituted for the masters' degree requirement or currently serving as a professional-technical employee with the Clark County School District

Licenses and Certifications

Hold or be able to acquire product certification in the current SIS within six (6) months of accepting this position.

Experience

1. Have previously demonstrated at least five (5) years' recent successful leadership experience as an administrator, which may include, but not limited to: school district central office administration, school administration, program evaluation and improvement, business process technology and educational technology.
2. Knowledge of and experience with K–12 reform or alternative education.
3. Knowledge of and experience with distance education technologies.
4. Strong curriculum background.
5. Knowledge of and experience with query writing, Structured Query Language (SQL) scripts or other programming methods.
6. Knowledge of and expertise with macro- and micro-data validation methods.

Preferred Qualifications

None specified.

When applying for an administrative position, candidates must meet the minimum qualifications as listed on the appropriate position vacancy announcement.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or military status or other characteristics protected by applicable law. Here at Clark County School District we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity we have the power to reflect the community we serve.

Job Revision Information

- Revised: 02/10/23
- Created: 02/14/13