

**KERN COUNTY SUPERINTENDENT OF SCHOOLS
APPROVED MAY 2007
SALARY SCHEDULE: #85
RANGE: 25.0
TECHNICAL/SPECIALIST SERVICES SERIES
CLASSIFIED MANAGEMENT – OVERTIME EXEMPT
CODE: 2,6,8**

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

DEFINITION

Working under the general guidelines of the CSIS program, the CSIS Client Services Architect oversees various support and client service structures including Defect Management, Training and Help Desk support.

As the lead role in client service operations, the Client Services Architect will monitor and direct staff and activities for collection of data during submission cycles.

The Client Services Architect will maintain procedures for the efficient and effective operation of the CSIS Client Services unit and provide timely and accurate reporting of CSIS Program client support issues.

In this role, the Client Support Architect assigns tasks and supervises other Client Services staff involved in testing, training and support of local education agencies (LEAs).

EXAMPLES OF DUTIES

Under the direction of the Director of Requirements and Client Services, coordinate client services for LEAs, including:

- Oversee training plan to ensure training is offered at times and in ways that meet the needs of LEAs.

- Oversee development of training materials and publication of these materials.

- Oversee triage process for incoming phone and email support requests to ensure timely response to all LEAs.

- Monitor client progress during each submission cycle and identify LEAs at risk.

- Monitor client feedback on the listserv and after training to ensure that CSIS support is meeting LEA needs. Adjust support plan as needed based upon this feedback and LEA performance.

Oversee the system processing of data submissions;

assure proper internal coordination and integration of support staff as well as handoffs to other functional areas;

coordinate with Communications and Projects on communications to LEAs and CSIS capable vendors -- prepare listserv messages and other communications as necessary;

coordinate acceptance and beta testing, ensure adequate test plan and test case development, and ensure that any defects identified in the testing process are properly documented;

coordinate Defect Management process with CSIS Information Systems and Requirements Management;

work with Implementation Specialists to coordinate client support efforts;

show judgment, within broadly defined organizational policies, in selecting methods, techniques and procedures for obtaining results that ensure successful data submissions;

participate with senior CSIS management in the planning, scheduling and evaluation of resources.

QUALIFICATIONS

Knowledge of:

Possess in-depth knowledge of local K-12 operations;

Ability to:

Demonstrated ability to analyze, and monitor CSIS submission cycles and LEA progress;

ability to perform analytical skills, to critically evaluate the information gathered from multiple sources and reconcile conflicts;

provide problem solving skills;

troubleshoot defects and establish ranking importance;

drill down from high level requirements to implementation level details;

form a variety of potential solutions, assessing relative merits by an in-depth evaluation of multiple factors, and present the most suitable option;

provide excellent verbal and written communication skills, including the ability to present information effectively to clients, management, and technical staff;

show proficiency with SQL and tools to query data.

Demonstrated ability to mentor, build teams and work in a team environment, facilitating and leading meetings of a highly technical nature.

Experience:

Minimum of three years experience working in K-12 data management and/or client services roles.

Subject matter expertise in CSIS submission activities is highly desired.

Education:

Graduation from an accredited four-year college or university required.

Condition of employment:

Some positions may require proof of privately owned automobile insurance and possess a valid California Motor Vehicle operator's license.

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.

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

ST:rw

5/11/07

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