



PALO VERDE COMMUNITY COLLEGE DISTRICT

OPERATIONAL REPORTING SYSTEMS MANAGER

NATURE OF THE POSITION

Under the supervision of the Dean of Research, Planning, and Institutional Effectiveness, the Operational Reporting Systems Manager blends responsibilities related to data management and advanced enterprise applications support, data warehousing, and data analytic activities to improve systems access, operational reporting, and business intelligence for all District units and constituencies; focuses on connecting data-extraction with end-user reporting and may involve database development and data management in support of such activities; works in an atmosphere of proactive customer service and actively engages with a variety of internal and external clients and collaborators; provides support and solutions for routine compliance reporting; serves as a member of a cross-functional team focused on institutional research and integrated planning and provides critical support to personnel performing those functions

DUTIES AND RESPONSIBILITIES

1. Accesses databases and compiles sophisticated reports, including disaggregated lists with both standard and customized fields, as well as aggregate summaries.
2. Responds to requests for information from all District constituencies by directing them to existing reports, developing custom reports when existing reports are not available, and implementing new standardized reports for common requests.
3. Works with the District's existing reporting systems to compile accessible end-user reports for operational use and business intelligence.
4. Prepares documentation, including glossaries, cross references, and guides to facilitate a shared understanding of system and/or report content and usage.
5. Prepares and delivers formal presentations to inform, train, and maintain communication with administration, staff, and faculty, and provide online reference materials as appropriate.
6. Explores new reporting technologies and proposes alternative applications of existing technologies to facilitate streamlined exchange of information among District constituents and improve record keeping.
7. Coordinates with other team members to develop and maintain an effective and interactive self-service reporting environment.
8. Serves as a member of campus constituency committees related to technology adoption, use, integration, and access.
9. Participates in or leads in reporting system integration projects.

Created: 06/01/2022

Board Approved: 06/14/2022

Revised: 12/16/2022

Board Approved: 01/17/2023

10. Works with District's Information Technology Department, consultants, and others to assure proper connectivity of reporting databases and systems with users and user-workstations.
11. Enters, programs, or maintains coding parameters in critical operational systems.
12. Analyzes inbound and outbound information to assure accuracy, integrity, and compliance with common reporting paradigms and standards used in the California Community Colleges.
13. Grants and maintains user access to reporting system functions following established access parameters.
14. Accesses databases and summarizes content using programming languages.
15. Creates and modifies custom reporting databases when appropriate to facilitate improved operational function and end-user reporting.
16. Accesses and integrates external information into reporting streams, including publicly available information and department-specific databases.
17. Participates in and provides support for all compliance reporting activities, particularly by extracting and formatting information using both pre-packaged data-compilers and custom queries.
18. Engages in campuswide collegial governance activities.
19. Innovates and proposes ideas and information that will benefit the flow of information at the District.
20. Supports team members in activities related to institutional research, integrated planning, and institutional effectiveness.
21. Attends conferences, trainings, and workshops to maintain currency with best practices and recommend implementation of new practices as appropriate.
22. Performs other duties as assigned.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

1. Increasing experience and responsibility with enterprise applications and end-user reporting tools meant to compile database content for operational reporting and business intelligence
2. Well-developed professional knowledge and hands-on experience with the design, analysis, development, operation, and maintenance of databases and the complexities associated with database structures, applications, and system capabilities.
3. Hands-on experience with programming languages used to extract and structure data, including but not limited to SQL, Python, and R.
4. Advanced familiarity with common office applications like Microsoft Office.
5. California Community Colleges or other agencies driven by accordant missions, participatory decision-making structures, and public accountability frameworks
6. Hands-on experience with databases, data warehouses, and aspects of data management, including informational compilation, storage, and extraction

Created: 06/01/2022

Board Approved: 06/14/2022

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ABILITY TO:

1. Work collaboratively and maintain effective relationships; approach problems objectively and be a problem solver; plan, organize, prioritize, and participate in the full range of duties with a professional and supportive attitude.
2. Learn and adapt to new or unfamiliar reporting systems.
3. Effectively convey technical and non-technical ideas in professional and easy to understand ways to lay audiences using written and interpersonal mediums.
4. Provide customer service and proactive responses.
5. Understand and adapt to participatory decision-making paradigms adopted by a public institution.
6. Proactively innovate, propose, and execute new ideas to improve District information services; use independent judgment and refer when appropriate.

MINIMUM QUALIFICATIONS

1. Bachelor's degree from an accredited college or university with major coursework in computer science, information technology, application development, database management, institutional research, or a related field.
2. Five (5) years of professional experience in information technology, institutional research, database management, or end-user reporting.
3. Two (2) years of experience managing projects or supervising personnel.
4. One (1) year of experience working on a cross-functional team comprised of technical and non-technical members.
5. Sensitivity to and understanding of the diverse academic, socio-economic, ethnic, religious and cultural backgrounds, disabilities and sexual orientation of students, faculty, administrators and personnel.

LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS

1. Valid driver's license.

PREFERRED QUALIFICATIONS

1. Familiarity with federal and state regulations related to postsecondary education
2. Experience in the California Community College System.
3. Direct experience with Microsoft SQL Server or related products, student information systems, and reporting tools.
4. Demonstrated experience designing and accessing database architectures.
5. Ability to develop custom reporting paradigms using languages and systems like SQL, R, R Markdown, Python, or similar tools.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

1. The physical demands and work environment are typical of an administrative job in an office environment.
2. The incumbent must be able to perform the essential functions of the job, with or without

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a reasonable accommodation.

CLASSIFICATION/SALARY

1. This is full-time 12-month Exempt Classified/Management position.
2. Row 4 of the District's Administrator/Management/Confidential salary schedule with placement appropriate to experience.
3. The District offers an attractive package of fringe benefits including medical, prescription, dental, vision and life insurance.

PALO VERDE COMMUNITY COLLEGE DISTRICT

Pursuant to Title IX of the Education Amendments of 1972, Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and amendments and other laws, orders, and regulations governing discrimination, the Palo Verde Community College District is an equal opportunity employer. The policy of the District is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of ethnicity or race, color, sex, age, religion, marital status, disability, gender identity, sexual orientation, national origin, medical conditions, status as a Vietnam-era veteran, ancestry, or political or organizational affiliation.

