

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: CE Instructional Support Analyst

Unit: Supervisory and Professional

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Job Code: D1280
Original Date: 08/2001
Last Revision: 08/2019
Staff Type: Classified
FLSA status: Exempt
Salary Range: 9

DEFINITION

Under the general supervision of the Vice President of Instructional Services or assigned supervisor or manager, supervise and participate in the coordination and operation of Instructional Services for the Continuing Education Program, relieving the department head of a variety of administrative and technical duties. The CE Instructional Support Analyst supervises a full range of instructional services functions including attendance accounting, grade reporting, program enrollment, and other instructional services. The incumbents in this classification typically plan, coordinate, and manage attendance accounting systems, enrollment management, instructional performance management, and apportionment areas across multiple Continuing Education campuses. Analyze system, administrative, and operational processes to ensure non-credit regulations and requirements are met. Work with District Student Services and Information Technology to create system specifications, design screens and functionalities of systems, test implementation plans, and oversee rollout. Supervise and coordinate the input of student attendance and registration data and establishes policies and procedures for the entire instructional services operation including its six campuses.

EXAMPLE OF DUTIES

1. Coordinate and supervise the day-to-day operation of non-credit Instructional Services activities, relieving the department head of a variety of administrative and technical duties; ensure the flow of communication between department head and other employees; work cooperatively with faculty in the instructional development and evaluation of the program.
2. Plan, coordinate, and manage attendance accounting systems, enrollment management, instructional performance management, and apportionment areas across multiple Continuing Education campuses.
3. Analyze the effectiveness of system functionalities and processes and design and implement new systems related to attendance accounting, enrollment management, and performance management. Identify the needs of multiple Continuing Education campuses and recommend improvements to processes and procedures. Work with District Student Services and Information Technology to create system specifications, design screens and functionalities of systems, test implementation plans, and oversee rollout.
4. Analyze system, administrative, and operational processes to ensure compliance with District policies and procedures, California Education Code, and State and federal regulations. Identify issues and concerns relating to operations, policies, and procedures and coordinate the resolution of operational and technical issues. Provide analytical and technical support to departments, committees, faculty, staff, and administrators. Exercise considerable judgment in answering questions, resolving problems, and directing inquiries to District departments for resolution of issues.
5. Act as the technical resource for the non-credit integrated student information system, including coordinating with other departments on planning and implementing changes and testing of the student information system as related to non-credit programs.
6. Train, supervise, and evaluate the work performance of assigned staff; provide technical direction and guidance; recommend personnel actions, including employment, change in status, and disciplinary action. Perform in-service training of faculty and staff in the use of equipment, computer hardware and software, and other tools related to assigned functions.

7. Assist with budget development and preparation; monitor budget expenditures; coordinate the installation, maintenance, and repair of facilities and equipment; supervise the ordering, receiving, and distribution of supplies; maintain inventories as required.
8. Provide technical and operational assistance, training, and direction to various support staff as necessary to achieve efficient operation of non-credit instructional and student services functions.
9. Perform special studies and research projects; perform analysis of data collected; prepare narrative and statistical data reports; prepare recommendations as requested; prepare and distribute reports.
10. Process incoming and outgoing correspondence; answer questions regarding policies and procedures, requirements and regulations, and district organizational structure.
11. Supervise the maintenance of records and files involving curriculum, instruction, enrollment and student outcomes.
12. Evaluate department operating procedures; develop and recommend new and revised procedures as appropriate.
13. Evaluate and resolve administrative problems or make recommendations regarding alternative courses actions.
14. Attend meetings; serve on district committees as assigned; coordinate instructional support schedules and activities with other departments; provide instructional support information to others as requested.
15. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable sections of California Education Codes and State and federal laws.
- Basic principles of supervision and training.
- Budget preparation and expenditure control.
- Computer information systems concepts, operations, capabilities, and application.
- Coordinate projects and work assignments involving administrators, faculty, and staff.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Instructional and Student Services support techniques, procedures, and methods.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Principles of data collection and analysis and report preparation.
- Record-keeping techniques.
- Research techniques and methodologies.
- Technical aspects of field of specialty.

Skills and Abilities:

- Analyze situations and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Conduct studies and analyze data.
- Demonstrate interpersonal skills using tact, diplomacy, and courtesy.
- Establish and maintain effective working relationships with others.
- Evaluate and make recommendations in operations, systems, procedures, policies, and methods.
- Interpret and explain laws, rules, policies, and procedures.
- Maintain records and prepare reports.
- Meet schedules and time lines.

Operate computers and business-related software, including word processing, spreadsheets, and databases.
Plan and organize work.
Train, supervise, evaluate, and provide work direction to assigned staff.
Understand and follow oral and written directions.
Work independently with little direction.

Training and Experience:

Any combination of training and experience equivalent to: Bachelor's degree and course work in business, analytics, computer science, instructional media or related area, supplemented by specialized training in computer systems and applications, business analytics and at least four years increasingly responsible experience analyzing administrative, and operational processes.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.