

## **INSTRUCTIONAL SERVICES ANALYST**

### **DEFINITION**

Under general supervision, performs a variety of specialized complex, technical, and professional duties involved in the analysis of Instruction Office transactions, including the academic schedule and the implementation, configuration, and functionality of schedule-related software applications. Coordinates assigned activities and provides technical support and assistance to class schedule system users. Work requires thorough knowledge of the assigned area as well as its rules, regulations, procedures, and operational details. The incumbent will also provide the expertise to properly document, implement, support, and train on the functionality of class schedule automation solutions and ensure data quality, integrity, and accuracy of Instruction Office related work.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned managerial personnel. Exercises no direct supervision of staff. Provides technical and functional direction and training to staff.

### **CLASS CHARACTERISTICS**

This is a specialized classification responsible for assisting Instruction Office, Admissions, and Information Technology managers and Instructional staff users with implementing and using schedule software applications, analyzing schedule errors, ensuring consistent scheduling practices, and supporting campus Instructional efforts, including Pathways to Transfer and Guided Pathways effort. Incumbents are expected to possess knowledge of and experience with academic schedules, the attendance accounting manual, student information systems, Chancellor's Office regulations and policies, and academic application systems. This classification is distinguished from the Curriculum Specialist series classification by the ability to create, configure, and analyze complex software applications as it relates to instructional space assignment.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Serves as schedule lead responsible for analyzing schedule errors, attendance accounting manual requirements, and data from IT and Research to ensure efficiency and accuracy in class scheduling.
2. Reviews course listings and other class schedule information from instructional area administrators, instructional deans, division chairs, and staff to ensure accuracy, thoroughness, and compliance with collective bargaining agreements and College and state regulations; resolves discrepancies by verifying with appropriate documents, faculty, managers, and staff.
3. Creates and distributes the production calendar for the class schedule based on term registration to inform instructional services faculty, staff, and management of necessary deadlines to meet in order to efficiently develop the class schedule.

4. Updates the student data management system and classroom scheduling management software as instructional space assignment changes and/or facilities are added; recommends system modifications and improvements as necessary.
5. Creates, provides, maintains, and updates training guides, technical assistance, and materials to academic and classified personnel regarding the use of classroom scheduling processes and management software to locate available rooms.
6. Answers queries from faculty, staff, and management as they arise about the student data management system, scheduling matters, room conflicts, and general instructional services procedures and practices by extracting and reviewing curricula, schedules, and related data to ensure compliance with the attendance accounting manual and state and local requirements.
7. Leads and performs testing of scheduling processes to ensure the accurate, timely and consistent schedules that comply with the attendance accounting manual.
8. Assists in the configuration of scheduling software to ensure that scheduling processes adhere to requirements in the attendance accounting manual.
9. Develops and/or reviews a variety of highly complex reports; prepares correspondence, memorandums, and other materials based on scheduling data and processes as requested by management.
10. Supports Instructional programs such as Pathways to Transfer and Guided Pathways in regards to cross-divisional scheduling, coordination, and support.
11. Reviews, gathers, and prepares responses to audit findings, evaluates scheduling processes and data to recommend solutions, develops training materials and provides training to staff, managers, and faculty.
12. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
13. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
15. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
16. Prepares and delivers oral presentations related to assigned areas as required.
17. Performs other related or lower classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Terminology, implementation, and practices of scheduling processes and local, state, and federal requirements with emphasis on those specified in the attendance accounting manual.
3. Student data management software used to enter, update, extract, and review schedule related data and information.
4. College and state regulations, the Student Attendance Accounting Manual, and collective bargaining agreements pertaining to curriculum and scheduling.

5. Practices and procedures for creating class schedules.
6. The annual California Community College Space Inventory to ensure that proper procedures are followed in planning and maintaining California Community College space.
7. Classroom scheduling management software used to effectively manage classroom availability and usage.
8. Principles and practices of computer operations, data processing and analysis functions, and development of computerized forms, documents, and reports; Principles of data management concepts and structures, including data collection, manipulation, and distribution requirements for analysis and reporting functions.
9. Organizational structure, operations, programs, and procedures, common to institutions of higher education.
10. Modern office practices, methods, and computer equipment and applications related to the work.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

**Skills & Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Interpret, learn, apply, and explain College and state regulations and collective bargaining agreements regarding the development of community college schedules of classes.
5. Use student data management software to enter, update, extract, and review course related data and information for accuracy and thoroughness.
6. Use, maintain, train, and explain the usage of classroom scheduling management software (e.g., Schedule 25 and 25 Live) to effectively manage classrooms.
7. Analyze scheduling processes, accurately and effectively apply local, state, and federal requirements, especially those specified in the attendance accounting manual, and recommend effective course of action.
8. Adhere and maintain data quality standards established by College to ensure compliance with federal, state, and local regulations.
9. Design, develop, implement, and execute scheduling and room utilization process improvements.
10. Design and conduct research projects of complex difficulty with defined parameters and generate clear and concise reports.
11. Establish and maintain a variety of filing, record keeping, and tracking systems.
12. Organize own work, set priorities, and meet critical time deadlines.

13. Use English effectively to communicate in person, over the telephone, and in writing.
14. Understand scope of authority in making independent decisions; review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

**Education and Experience:**

1. Equivalent to graduation from a regionally accredited four-year college or university; and
  - a. Additional full-time equivalent years of experience can be substituted for the required education on a year-for-year basis up to four (4) years.
2. Three (3) full-time equivalent years of progressively responsible experience in using student data management systems and classroom scheduling management software and implementing requirements specified in the attendance accounting manual, preferably in a higher education setting.

**Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

**Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

## **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents occasionally work in the field and are exposed to loud noise levels, inclement weather conditions, confining workspace, chemicals, electrical and/or mechanical hazards, and hazardous physical substances and fumes. Incumbents may interact with staff, students, and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

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