CLASS SPECIFICATION
Small Business Development Center (SBDC) Systems Specialist

FLSA Status: Non-exempt  
EEOC Job Category: Professionals  
Union Representation: Represented

GENERAL PURPOSE
Under direction of the SBDC Associate Director, lead and assist SBDC Network/Lead Center in managing day to day Lead Center and Service Center operations related to data collection. Develops, implements, maintains, and updates SBDC Network Operations Plans, processes, procedures and manuals; manages the Network data collection systems (WebCATS) in accordance with program requirements and compliance with pertinent federal, state and local laws, regulations and program accreditation requirements; provides expertise, training, troubleshooting and technical support to Network Centers and Lead staff; organizes, analyzes, maintains, designs, compiles, formats and submits data, financial and performance reports, and related Network information and activities; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
SBDC Systems Specialist performs specialized, independent and responsible work to ensure the SBDC network, service centers and district lead center data management and related operations are strictly in compliance with all Small Business Association (SBA) and other regulatory agency requirements. Assigned work requires a detailed knowledge of the technical and administrative data management, analysis, flow, and financials related to operational requirements, an ability to evaluate and improve processes, analyze data, map data flow, develop methodologies and system to effectively manage and present data to meet or exceed those requirements, as well as the ability to clearly communicate and train staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Act as central point of contact for the SBDC Network on all matters of the data collection systems with vendors, SBA, service centers and network staff. Report and escalates appropriate data management issues or discrepancies related to data management, and analysis of Network performance data and systems. Responsible for data compilation, quality control, and regular upload of data to SBA systems (EDMIS II), and ensure submission deadlines are met.

2. Act as technical expert/liaison to SBDC Network Directors, Lead staff, and others on all data collection and systems matters; interprets, applies, communicates and implement pertinent SBDC Network policy and procedures and program requirements related to network data systems operations; responds to routine program operations inquiries, technical and specialized questions regarding data management systems; provides group and one-on-one training to SBDC/Lead staff on such systems; notifies SBDC/Lead staff of revisions/updates on policies/procedures by formal
training, report, correspondence or other formats; assists with identifying, developing, coordinating and delivery of appropriate professional development for the SBDC Network.

3. Designs and creates relevant reporting tools to assist SBDC Network/Lead Center in understanding performance data and analysis to assist with operational improvement and interfaces with vendors and SBA on all matters related to data collection systems report development.

4. Manages SBDC Network’s current data collection system (WebCATS), and develops training plan, implementation rollout, updates and usage of data collection systems for all Network staff.

5. Develops and introduces appropriate forms for Network data collection, processes and reports to support the integrity and accuracy of data; completes, maintains, processes and/or submits related data, reports and records, with may include material that is complex and/or may require interpretation to determine accuracy and integrity; accesses and utilizes SBA databases for data transmission and updates within defined time frames; oversees maintenance of and/or organizes, maintains and updates program records to meet compliance and accreditation standards.

6. Develops and implements network record keeping systems for client and training files, monitor and review quality of client and training files. Maintains current published center rosters, codes and personnel data required for SBA data collection systems (EDMIS II).

7. Monitors the daily data collection systems usage, manage user accounts and permissions.

8. Develops, maintains, and trains all Network staff on performance and benchmark reports and tools, including usage of data collection systems. Assist Lead Center in coordinating and implementing quality control process and systems to evaluate center performance, client evaluations, center milestones verification and validation, and compile relevant reports.

9. Participates in development of and updates of SBDC Network Operations Plan and assigned sections; develops processes and procedures as related to data collection, management and analysis, and assist Associate Director in updating and distributing Network operations manual, processes and procedures. Regularly analyzes and evaluates current processes, recommends and implements process improvements related to network data management; develops, recommends and implements an evaluation system for Center service to ensure standard consistency and quality of data collection in all Centers.

10. Attend Lead Center and service center staff meetings and train new center staff on related operations policies, processes and procedures. Schedule and train service center staff on operations manual as directed.

11. Assists Associate Director in conducting annual program and financial reviews of service centers, including preparing necessary reports; coordination and preparation of accreditation activities, and other related activities.
12. Coordinates, manages and compiles data required for annual ASBCD Chrisman study and SBA Economic Impact study to meet submission deadlines and requirements.

13. Work and coordinate with SBDC Financial Analyst on integration of performance and budget to ensure effective and efficient network performance and process improvement specifically related to accreditation requirements and Network policies.

14. Audits, monitors and evaluates Centers’ data management compliance with applicable SBA/CCC Chancellor’s Office/program operational policies and procedures and program accreditation requirements; identifies issues and follows-through to ensure appropriate resolution; assists with administering SBDC network data collection, operations systems and record keeping for audit and accreditation readiness; participates in on-site visits and review of Centers with Chancellor’s office and SBA representatives, conducts follow-up activities and completes evaluation reports.

OTHER DUTIES
1. Assists the Regional and Associate Directors with data reporting and analysis necessary for grant applications and renewal proposals.

2. Participates in local economic development-related meetings, conferences, seminars and events to promote and market SBDC network programs and services.

QUALIFICATIONS

Knowledge of:

1. Data management principles, methods and techniques, including data flow, mapping and analysis.

2. Process development, mapping and low and continuous process improvement concepts.

3. SBA and SBDC network structure, system, organization, functions and operations.

4. Pertinent federal SBA, state and local laws, regulations, requirements and ASBDC accreditation and audit standards.

5. Quality control, quality assurance and compliance models, concepts and practices.

6. Auditing principles, practices, processes and documentation.

7. Advanced uses and operations of a computer and general specialized software applications, including database management and process mapping, excel, word processing, and web systems.

8. Research methods and data analysis techniques.

9. Administrative practices and procedures, including record keeping and filing practices and procedures.
Ability to:

1. Apply quality control, quality assurance, process improvement and audit concepts, models and practices to SBDC Network operations.

2. Provide direction, support and assistance in the operation and compliance areas to management/staff of SBDC network and Lead Centers.

3. Interpret, apply, explain and reach sound decisions in accordance with pertinent federal, state and local laws and regulations and district policies and procedures.

4. Provide training on technical operational processes and data management system for SBDC network/center/Lead center staff and management.

5. Prepare clear, concise and comprehensive correspondence, reports and other written materials.

6. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

7. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.

8. Establish and maintain effective working relationships with district management and staff; SBDC Network Directors, staff and Lead center management/staff; SBA and CCC Chancellor’s Office staff; the local/regional business community; the public and others encountered in the course of work.

Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited four-year college or university with a bachelor’s degree in database management, business administration, accounting, finance, or a closely related field; and at least three years of progressively responsible experience evaluating, managing and improving organizational data management systems and related operational processes in a business or public setting; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:
A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands
While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; observe and interpret people and situations;
perform highly detailed work on multiple concurrent tasks with constant interruptions, and interact with District management, administrators, faculty, staff, officials of other organizations, the public and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.