Job Description

POSITION TITLE:	**Director II – Support Services**	**#6129**
	CodeStack	
	Office of the Superintendent	
SALARY PLACEMENT:	**Senior Management Salary Schedule**	
	Range 2	

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:
Possess a Bachelor's Degree with a concentration in computer-related technology and five years of management experience.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:
Possess a Master's Degree or higher with a concentration in computer-related technology. Possess a broad understanding of technology from programming and databases to project management. Previous work experience in contract negotiation, event management and developing departmental policies and procedures.

KNOWLEDGE, SKILLS, AND ABILITIES:
Possess leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings. Ability to supervise, lead, evaluate and conduct professional development for staff. Ability to create, implement departmental and organizational policies and procedures. Ability to build and maintain an effective management team. Must have strong communication skills. Ability to make difficult decisions when required. Ability to operate a computer and knowledge of assigned software. Knowledge of program evaluation and data collection. Ability to be flexible based on program needs. Ability to write and prepare proposals, contracts, and scopes of work. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy; insurable by the SJCOE carrier. Must furnish own transportation as required to fulfill job duties.

CREDENTIALS AND/OR UNIQUE KNOWLEDGE, SKILLS, AND ABILITIES:
Knowledge of system design and management, including, but not limited to requirements gathering, scope analysis, cost analysis, developing milestones, timelines, system documentation, testing, implementation, training, and support among others. Knowledge of Project and Event Management.

DISTINGUISHING CHARACTERISTICS:
The Director II represents Range II of the Senior Management Salary Schedule and provides leadership and vision for the organization. This position requires educational management experience.

SUMMARY OF POSITION:
Under the direction of the CodeStack Division Director, the Director II- Support Services is responsible for supervising, leading, evaluating and conducting professional development for all department staff. Coordinate and plan the annual CodeStack Conference from contract negotiations and cost analysis to directing all staff for the duration of the conference. Manage day-to-day operations of the department.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to the following:

1. Work effectively with school districts, community organizations, government agencies, parents, students, and/or staff.
2. Maintain confidentiality on issues concerning program and staff.
3. Supervise and evaluate staff.
4. Participate, coordinate, or conduct a variety of meetings, staff development, committees, trainings, workshops, and/or conferences in order to present material and information concerning department programs, services, operations, and activities.
5. Represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
6. Maintain current knowledge and interprets applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes and regulations.
7. Communicate effectively both orally and in writing.
8. Analyze situations accurately and adopts an effective course of action.
9. Establish and maintain cooperative and effective working relationships with others.
10. Work independently with little direction.
11. Meet schedules and timelines.
12. Prepare reports as needed for program
13. Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
14. Maintain staff by recruiting, selecting, orienting, and training employees; maintaining a safe, secure, and compliant work environment; developing personal growth opportunities.
15. Manage day-to-day operations of the department
16. Oversee all systems developed by CodeStack, providing guidance to project leads, system specialists, and support staff.
17. Maintain high customer satisfaction by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.
18. Maintain full knowledge of budgets and provides supervision of the fiscal functions.
19. Oversee the planning and coordination of the annual CodeStack Conference, which caters to 1000 statewide, classified, certificated, and management personnel.
20. All other duties as assigned.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit and stand for extended periods of time.
2. Enter data into a computer terminal/typewriter, operate standard office equipment, and use a telephone.
3. Hear and understand speech at normal levels and on the telephone.
4. See and read the computer screen and printed matter with or without vision aids.
5. Speak so that others may understand at normal levels to small or large groups, and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull and move, lift and/or carry up to 25 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors and/or outdoors in an educational and standard office environment, and/or make home visitations. Employees may come in direct contact with students, parents, SJCOE and school district staff, outside agency staff, and the public.

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