



Job Description

POSITION TITLE:	Director III, Enterprise and User Services Information Technology Business Services	#6280
SALARY PLACEMENT:	Administrative Council Salary Schedule Range 01	

SUMMARY OF POSITION:

Under the general direction of the Division Director of Information Technology, independently performs server and database administration, system analysis, design, implementation, maintenance, and troubleshooting, gather and collect information, analyze, document, and report on findings, impact, and potential solutions; provide advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network.

Develops concepts, designs, and deploys new innovative systems and services. Researches and evaluates new technologies, trends, and best practices. Writes and prepares elaborate proposals and scopes of work. Participates in contract negotiations. Prepares and formulates cost analysis, quotes, and timelines/milestones to customers. Conducts presentations and demonstrations. Conducts market analysis and develops creative and strategic plans. Manages several data management systems in a considerably large and diverse user environment within a broad framework of standards, policies and procedures, utilizing current techniques and methodologies."

Plans, coordinates, supervises, monitors, and maintains the efficient operation and scheduling of Enterprise-wide computerized information systems including: Active Directory, Exchange, virtualized servers, virus protection, spam control, automated patching and imaging, smartphone and tablet devices and standard desktop hardware and software configurations

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Possess a Bachelor's Degree from an accredited College or University with a concentration in computer-related technology and/or Business Administration, or equivalent experience in management information systems.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Five years of increasingly responsible experience with information systems in a large-scale information technology environment including network and computing devices, large SQL databases, virtualized servers, maintenance, and troubleshooting.

Experience providing advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network; Experience in creating and managing a Windows Server infrastructure including: Active Directory, DNS, DHCP, Radius, Exchange, and virtual server environments; Experience in managing a Help Desk and Technical Support staff. Possess a deep and broad understanding of technology from programming, databases, system administration, system programming, and system architecture. Experience in

project management, hardware, and data center administration. Ability to write and prepare elaborate proposals, contracts, and scopes of work. Previous experience supervising, leading, and evaluating staff. Experience with educational administrative systems. Experience in a public education environment.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- proper office methods and practices
- operational requirements of networked computer systems; applications including Microsoft Office and others; Chromebooks, Macintosh, Windows, and Windows Server operating systems; mobile computing platforms including smartphones and tablets; modern computer techniques, methodologies, principles, and practices
- current industry trends and technological advancements within the computing field
- principles and methods of system administration, management, and networking, including, but not limited to requirements gathering, scope analysis, cost analysis, developing milestones, timelines, system documentation, testing, implementation, training, and support among others
- capabilities and limitations of Windows and Windows Server operating systems, Active Directory, Exchange Online, virtualized servers, Cybersecurity systems, documentation concepts and clear written and oral communications
- a wide range of California K-12 specific requirements, including but not limited to California Ed Code, SOPIPA and Public Records Act; familiarity with a wide range of federal requirements, including but not limited to COPPA, CIPA, FERPA, PPRA, HIPAA

Ability to:

- follow manuals and read complicated instructions; understand and carry out oral and written instructions
- understand and carry out oral and written instructions
- use appropriate and correct English, spelling, grammar, and punctuation; perform arithmetic calculations with speed and accuracy
- operate a variety of standard office equipment including computing devices, printers, copiers
- work independently; communicate effectively in written and oral form
- establish and maintain effective working relationships with others in a large and diverse user environment
- be flexible and receptive to change
- operate and have a sound technical understanding of a wide variety of computing systems, operations, hardware, and software
- analyze procedures and problems, develop and implement improvements and solutions; prepare reports; gather, analyze, and organize information

Possess:

- leadership skills in planning, setting agendas and coordinating/conducting meetings/training
- 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

DISTINGUISHING CHARACTERISTICS:

The Director III represents Range I of the Administrative Council Salary Schedule and provides leadership and vision for the organization. This position requires K-12 educational management experience.

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. Represent the SJCOE at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
5. Maintain current knowledge and interprets applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes, and regulations.
 6. Communicate effectively both orally and in writing.
 7. Analyze situations accurately and adopts an effective course of action.
 8. Establish and maintain cooperative and effective working relationships with others.
 9. Work independently with little direction.
 10. Meet schedules and timelines.
 11. Prepare reports as needed for program.
 12. Oversee and manage budgets.
 13. Utilize computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling, and user support.
 14. Provide training and support to a diverse customer base in the proper application of computing hardware and software systems along with policies and procedures related to technology.
 15. Maintain an advanced level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, networking practices, equipment, and trends.
 16. Install, test, operate, monitor, and maintain operating systems and applications (word processing, spreadsheets, virus protection, and others), Databases, Network/Internet applications (email, Internet browsers, backup, and others) on Chromebooks, Macintosh, Windows, and mobile computing devices.
 17. Research, test, recommend, implement, and maintain new products, technologies, and trends that will enhance and increase the technical productivity, security and levels of service provided by the Information Technology Department.
 18. Analyze existing or proposed projects and requests to determine the feasibility for technical adaptation; may prepare cost estimates for these proposed projects; documents and present written reports detailing the analysis performed.
 19. Create clear and concise technical documentation on Enterprise level systems and procedures; coordinate testing and evaluation of vendor software and hardware.
 20. Gather information systems requirements through study of existing documentation, workflows, procedures, regulations, audit findings and other artifacts; supplement gathered requirements through observation, interview, attendance at workshops and conferences and other sources.
 21. Research, test, recommend, implement, and maintain Enterprise computing environments including: Active Directory, DNS, DHCP, Radius, file servers, Exchange, virtual servers, virus protection, spam control, automated patching and imaging, smartphone and tablet devices.
 22. Assist the Division Director of Information Technology in the budgeting process.
 23. Create, recommend, and update standards and department policies and procedures.
 24. Respond to a rapidly changing technical environment and the requirements of customers.
 25. Oversee system release processes, including the organization and distribution of release notes and system change notifications for end users.
 26. Responsible for the tracking, scheduling, and prioritization of system software for modifications and problem resolution.
 27. Assist the Division Director of Information Technology in the preparation of strategic plans/processes and may participate in presentations to the Data Processing Joint Powers Agreement (DPJPA) Board.
 28. Comply with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Information Technology department.
 29. Perform other related 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, 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 outdoors in a standard office environment and come in direct contact with SJCOE and school district staff, students, parents, outside agency staff and the public. Employees may be required to work outside of normal workdays and office hours for emergency situations, troubleshooting, critical demand periods, scheduled vacations or to meet installation deadlines.

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