



Job Description

POSITION TITLE:	Director III – Support Services CodeStack Office of the Superintendent	#6227
SALARY PLACEMENT:	Administrative Council Salary Schedule Range 01	

SUMMARY OF POSITION:

Under the direction of the CodeStack Division Director, the Director III- Support Services is responsible for supervising, leading, evaluating and conducting professional development for all department staff. Provides guidance and support to CodeStack's project management and support teams. Writes and prepares elaborate proposals and scopes of work. Develops concepts, designs, and deploys new innovative systems and services. Participates in contract negotiations. Prepares and formulates cost analysis, quotes, and timelines/milestones to customers. Conducts presentations and demonstrations. Coordinates and plans the annual CodeStack Conference from contract negotiations and cost analysis to directing all staff for the duration of the conference. Manages the day-to-day operations of the department. Assumes Division Director responsibilities during the Division Directors absence.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Possess a Bachelor's Degree with a concentration in computer-related technology. Ten years increasingly responsible experience with management information systems and five years project management experience in a large-scale information technology environment.

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:

Knowledge of:

- program evaluation and data collection
- assigned software

Ability to:

- create, implement departmental and organizational policies and procedures
- build and maintain an effective management team
- supervise, lead, evaluate and conduct professional development for staff
- create, implement departmental and organizational policies and procedures
- make difficult decisions when required
- be flexible based on program needs
- operate a computer
- write and prepare proposals, contracts, and scopes of work

Possess:

- leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings
- strong communication skills
- 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. Knowledge of cost estimation and contract negotiations.

DISTINGUISHING CHARACTERISTICS:

The Director III represents Range 01 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.
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 management and support staff.
17. Meet with key stakeholders for all new contracts.
18. Meet with key stakeholders for all existing projects to make sure all milestones and deliverables are met.
19. Conducts corrective action for any projects that are not delivered on time.
20. Maintain high customer satisfaction by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.
21. Maintain full knowledge of budgets and provides supervision of the fiscal functions.
22. Oversee the planning and coordination of the annual CodeStack Conference, which caters to 1200+ statewide, classified, certificated, and management personnel.
23. 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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