Job Description

POSITION TITLE:	**Program Manager II, Operation Services**	**#6243**
	Information Technology	
	Business Services	
SALARY PLACEMENT:	**Management Salary Schedule**	
	Range 9	

SUMMARY OF POSITION:
Under the general direction of the Coordinator of Operations, performs a variety of tasks including operation of Windows Server systems and a variety of peripheral and communication equipment in the production of necessary reports, records, and other documents; quality control of data and reports; job control setup and scheduling; office operations; and organizing, maintaining, processing, and distributing reports. Has the ability to: acquire necessary knowledge to operate electronic computer systems in a large data communications environment; operate and maintain networked personal computer systems. Plans, coordinates, supervises, monitors, and maintains the efficient operation and scheduling of data center operations. Assumes the responsibilities of the Coordinator of Operations in his or her absence.

MINIMUM QUALIFICATIONS - EDUCATION AND/OR TRAINING:
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. Experience with information systems with a large-scale information technology environment including network and computing devices, maintenance, and troubleshooting.

DESIRABLE QUALIFICATIONS - EDUCATION AND/OR TRAINING:
Previous experience in a lead capacity within information technology. 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
- principles and methods of system administration and networking, capabilities and limitations of Windows and Windows Server operating systems, Active Directory, Exchange, virtualized servers, virus protection, documentation concepts

Ability to:
- follow manuals and read complicated instructions
- understand and carry out oral and written instructions
- 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
- maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field
- 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
- appropriate and correct English, spelling, grammar, and punctuation

- 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.

ESSENTIAL FUNCTIONS:
Essential functions may include, but are not limited to:
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, leads, and evaluates 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 interpret 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 adopt 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. Verify and distribute with accuracy and completeness, all computer reports and output requested by users and the data center staff.
15. Log errors, notify customer engineering or internal staff of all system hardware, software, and application system problems.
16. Maintain a current level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, equipment, and trends.
17. Establish and maintain accurate data records and filing systems to be used in the production and updating of relevant operational records and reports.
18. Maintain computer systems and peripheral devices at scheduled times or as necessary; monitor the computer room for the proper security and environmental temperature, humidity, and power controls.
19. Monitor and maintain material and supply inventories.
20. Create clear and concise operations documentation on Enterprise level systems and procedures.

21. Plan, organize, prioritize, and coordinate daily schedules for all computerized batch processing and job control set up.
22. Provide for a smooth shift change by adequately transitioning all activities to the next shift operator and securing other areas of the facility when appropriate.
23. Participate and make recommendations regarding the formulation of department standards.
24. Respond to a rapidly changing technical environment and the requirements of customers.
25. 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.
26. Perform other related duties as required.

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 workstation, operate standard office equipment and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak, hear, and understand speech at normal levels and on the telephone.
5. Stand, walk and bend over, reach overhead, grasp, push and move, lift and/or carry up to 50 pounds to waist height.
6. Handle moderate to heavy pieces of equipment.
7. Exert high physical effort.

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. Requires travel within San Joaquin County and occasionally elsewhere within California.

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