Job Description

POSITION TITLE:	**Program Manager I, Systems and Database Specialist** **#6069** **CodeStack** **Office of the Superintendent**
SALARY PLACEMENT:	**Management Salary Schedule** **Range 8**

MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:
Possess a Bachelor's Degree in Computer Science or Management Information Systems. Degree may be substituted by experience of a closely-related nature. Previous experience in a lead capacity within information technology.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:
- MCSE/MCSA
- CCNA/ASA Experience
- Apple Hardware & OSX Support
- McAfee EPO
- IIS Management

Possess a minimum of three years of experience in information systems performing the technical duties required in the areas of networking, systems and servers.

KNOWLEDGE, SKILLS, AND ABILITIES:
Knowledge of principles and methods of system administration (IIS, SQL, Windows Servers), capabilities and limitations of Windows Server hardware and software, Macintosh OS X and Desktop support. Knowledge of Active Directory, virus protection, automated patching and imaging, cell phone and tablet devices, documentation concepts, and clear written and oral communications.

- Windows Server System Administration
- Virtual Server Environment Operation(VMWare or HyperV preferred)
- SQL Server Installation and Management
- Active Directory/GPO Experience
- Ability to diagnose hardware and software issues

CREDENTIALS AND/OR UNIQUE KNOWLEDGE, SKILLS AND ABILITIES:
Ability to analyze procedures and problems, develop and implement improvements and solutions; prepare reports; gather, analyze and organize information; establish and maintain effective working relationships with others. Ability to be flexible based on program needs. 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.

DISTINGUISHING CHARACTERISTICS:
The Program Manager series represents advanced management positions and has three levels.

SUMMARY OF POSITION:
Under the general direction of the CodeStack Systems and Database Coordinator, assumes a lead role in the analysis, testing, implementation, and support a number of large state/nation-wide computerized information systems.

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 and evaluate staff.
4. Participate, coordinate, or conduct a variety of meetings, committees, trainings, workshops, and/or conferences in order to present materials 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 time lines.
11. Prepare reports as needed for program.
12. Oversee and manage budgets.
13. Evaluate, configure, and maintain the following Enterprise environments: Active Directory, email, cell phone and tablet devices, network switches, Cisco ASA, virus protection, IIS and SQL Server.
14. Troubleshoot hardware and software issues in an enterprise environment.
15. Develop and maintain desktop and server configuration standards.
16. Create clear and concise technical documentation on Enterprise level systems and procedures; coordinate testing and evaluation of vendor software and hardware.
17. Implement new and revised systems by providing training to users and staff; creating and transitioning efficient operational procedures, including effective hardware utilization and adequate backup processes and makes recommendations on technical modifications to the end user hardware and software work environment.
18. Assists in the research of new products and services that will enhance the technical productivity of the department and enable the CodeStack Department to provide increased levels of service to the user community.
19. Test new software and related upgrades for compatibility with existing systems; upgrade internal workstations as necessary.
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 the 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 50 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. Employees may come in direct contact with students, parents, SJCOE and school district staff, outside agency staff, and the public.

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