

# Sonoma County Office of Education – Job Description

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## Classified Management

### CHIEF TECHNOLOGY OFFICER

#### **Definition:**

Under the direction of the Deputy Superintendent, Business Services, the Chief Technology Officer is responsible both for ensuring an effective technology and information services infrastructure and for organizational process control systems focused on continual service improvement and the achievement of operational excellence. This position is responsible for strategic information systems requirements and information technology resources and services to support the business and educational mission and priorities of the County Office of Education. This includes planning and delivery of services in the area of information systems, software applications, data center operations, telecommunications systems, media systems and comprehensive client support and services. Serves as a member of the Superintendent's cabinet.

#### **Distinguishing Characteristics:**

This is the senior level position involved in the Information Technology series. This position is distinguished from the IT Director position because of the higher level of knowledge and experience required for the complexity inherent in today's connectivity, information system technology, and contract administration for fiber optics and other technological advances. This job class exercises considerable responsibility for the successful provision and supervision of information technology services for the County Office and participates in the development, implementation and evaluation of data processing programs and systems. This job class requires specialized knowledge in the areas of information technology systems, operations and programming and functions at a full supervisory/management level of classification, including developing policies and procedures pertaining to Information Technology.

#### **Supervision Exercised and Received:**

Employees in this class receive intermittent supervision within a broad framework of policies and procedures. Employees in this class direct, supervise and formally evaluate the work of others. The incumbent receives direction and training from the Assistant Superintendent, Business Services.

#### **Example of Duties and Responsibilities:**

*Duties and Responsibilities may include, but are not limited to, the following:*

- Provide strong, collaborative and responsive vision and leadership in the development, management and maintenance of Sonoma County Office of Education's technology programs/services.
- Create and implement strategic plans for information systems, including evaluating current organizational goals, identifying key issues and problems, analyzing system failures and initiating corrective action and evaluating trends and anticipating requirements for both administrative and academic needs.
- Identify opportunities for Sonoma County Office of Education and Sonoma County districts to improve operational efficiency and effectiveness through process automation/reengineering and

the leveraging of cross-divisional strengths to take advantage of new opportunities and/or to address organizational challenges; coach, develop and assist the Sonoma County Office of Education executive management team in the area of process improvement with an emphasis on developing capacity in strategic analysis/planning, operational performance metrics and process documentation.

- Provide oversight of the design, selection, implementation and maintenance of information processing and communications resources across all divisions to promote the consolidation and integration of new and legacy technologies into an enterprise-wide platform designed to ensure system security, achieve operational efficiencies provide comprehensive County Office wide solutions that benefit all clients.
- Oversee the establishment of sound data management practices, ensuring data security and protection of confidential information and providing for the efficient collection, processing and reporting of data for local decision making and state and federal reporting purposes.
- Direct the design, installation, operation, maintenance and repair of Local Area Networks (LAN's) and Wide Area Networks (WAN's); assure proper installation of server, printing and workstation hardware and software and testing of applications to assure proper operation; direct network administration activities and assure proper network security and server maintenance.
- Coordinate installation and system integration activities for the countywide financial system; confer with vendor representatives and financial system users concerning system specifications, installations, data conversions and data integration from third party software applications.
- Coordinate support and training efforts, implementing practices to establish and maintain a comprehensive professional development program through which all district and County Office personnel can acquire the skills and expertise needed for effective use of technology.
- Perform personnel administrative functions (e.g. hiring, counseling, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining necessary staffing, enhancing productivity of staff and ensuring necessary department/program outcomes are achieved.
- Administer and interpret statutes, regulations and policies concerned with the legal responsibilities for information technology, ensuring the informed review of all business and administrative educational processes and compliance with legislative and policy changes pertaining to the implementation and use of technology.
- Forecast financial requirements for technology expenditures, administer the department's expense allocations and prepares an annual budget; including the information technology capital expansion fund; and monitor the billing for network-related and financial systems services provided to clients.
- Implement disaster recovery and back-up procedures and control structures, including identifying potential problems and developing effective solutions.
- Advise the Superintendent, Board of Education and Leadership Team on technology requirements, projects, operational changes and service level objectives, informing senior management of potential problems before they occur and ensuring that information technology resources and services are aligned with the mission and strategic priorities of the County Office.
- Work with advisory committees, establish and encourage user groups and provide leadership for technology clients for the purpose of sharing experiences, guiding and implementation of strategic and tactical plans and receiving information on problems and priorities from the user population.
- Maintain current knowledge of computer field by attending seminars and workshops; participate in community and statewide IT work groups and may conduct local and regional technical workshops as directed.

- Prepare reports, records and correspondence related to departmental operations and activities.
- Perform related duties as assigned.

## **Employment Standards:**

### ***Knowledge of:***

- Public sector business and management practices and school system organization and services.
- Current principles, methods and terminology and direction in information systems technology and data management; operations and staffing requirements necessary to maintain a large-scale and fully networked infrastructure.
- Standard software development methodologies.
- School system organization and services.
- Techniques for implementing technology in K-12 classrooms, fully integrated with both curriculum and classroom management.
- Current technologies involving Local and Wide-Area Networks, server systems, virtualization, cloud computing, computer operating systems, object oriented programming languages and techniques, database system, hardware and software programs and applications.
- Principles and practices of management and supervision, including employee selection, evaluation, training and development.
- Project planning and management practices.
- Emerging technologies and best practices.
- Business process documentation, re-engineering and improvement.
- Statutes and regulations pertaining to the deployment and use of technology in an educational environment.
- Effective techniques for assessing and analyzing user needs and recommending hardware and software solutions.
- Principles of budget development and preparation.
- Office methods, practices and procedures.
- Standard English usage, spelling, grammar and punctuation.
- Standard office machines.
- Safe work practices.

### ***Ability to:***

- Respond promptly to requests of internal and external clients; provide needed information, assistance, training, materials and resources.
- Plan, organize and prioritize own work to meet deadlines and accomplish assigned tasks within established timelines including maintaining accurate records and files.
- Maintain an orderly work environment and perform tasks in prescribed and safe manner.
- Establish and maintain cooperative working relationships with those contacted during performance of job duties.
- Maintain and improve professional skills and knowledge.
- Be flexible and receptive to change.
- Understand and apply principles, techniques and procedures required for effective job performance.
- Analyze complex procedures and data and to develop logical conclusions.
- Direct, supervise, coordinate, lead, support and formally evaluate the performance and effectiveness of information technology employees.
- Effectively communicate in both oral and written forms.

- Effectively develop, write, modify and implement information technology programs.
- Effectively operate computer hardware and software.
- Translate program statements into computer language(s).
- Identify and resolve complex programming and computer operations problems.
- Principles and practices of management and supervision, including employee selection, evaluation, training and development.

***Computer Skills:***

- Computer skills at an advanced level to be able to accomplish the duties and responsibilities as set forth in this document.

**Education and Experience:**

*Any combination of education and experience that would provide the knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

***Education:***

- A Bachelor's degree in Business Administration, Management Information Systems, Computer Science or related field, or the equivalent of work-related experience.
- Enrollment in an accredited college program will be considered.

***Experience:***

- Five (5) years of increasingly responsible management information systems experience, including responsibility for developing procedures and applications, major system upgrades and new software implementations and performing systems analysis and programming work and supervising operations and technical personnel.

***Physical Abilities:***

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- Visual acuity sufficient to work at a computer screen frequently and throughout the day, near and far visual acuity, depth perception, color vision sufficient to recognize people, words and numbers, including, but not limited to 20/20 vision, corrected or uncorrected.
- Frequent standing and occasional bending, stooping, kneeling.
- Occasional crawling in confined spaces in buildings.
- Lifting up to twenty-five (25) pounds frequently, fifty (50) pounds on an occasional basis and in excess of fifty (50) pounds with assistance. The heavy objects to be lifted include personal computers, printers and related equipment.
- Speaking and hearing ability sufficient to hear over phone and carry on routine conversations.
- See to read manuals, video display screens and other related material.
- Speak clearly.
- Drive an automobile and transport equipment and documents.
- Sit for extended periods in a typing position.
- Reaching, pushing/pulling.
- Hand-eye-arm and finger dexterity to use a personal computer keyboard, ten-key and other common office equipment.

***Work environment:***

- Work is performed in an office environment with minimal exposure to health and safety considerations.

***Other Requirements:***

- Must be fingerprinted and a satisfactory Department of Justice records check must be received by SCOE, prior to employment.
- TB testing will be required upon employment.
- Must pass a pre-employment physical (if applicable).
- May be required to obtain first aid and CPR certificates within the first 6-12 months of employment.
- May be required to drive with or without students; some positions may require a current California driver license, proof of insurance, and possible participation in the DMV Pull Notice Program once employed.

***Other:***

- Adopted: 11/26/18
- FLSA Status: Exempt
- Bargaining Unit: Unrepresented
- Approved by: Personnel Commission