

Sonoma County Office of Education – Job Description

Classified Management

DIRECTOR, INFORMATION TECHNOLOGY

Definition:

Under administrative direction, plans, directs and manages the Information Technology Department to ensure the development and implementation of cost-effective network and information systems to meet current and future County Office requirements. Manages the technology staff, which provides data and systems security, financial systems access and support, internet and network access, technical support services, financial system production and database administration. Manages the coordinated contract services and provides leadership for the strategic planning and use of administrative technology; and to perform other duties as assigned.

Distinguishing Characteristics:

This is the highest level position in the Information technology series. 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 minimal 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:

- Directs, coordinates and supervises the day-to-day operations and activities of the Information Technology (IT) Department.
- Directs department operations, the maintenance of services and the implementation of new programs and/or processes for the purpose of providing services within established timeframes and in compliance with related requirements.
- Creates and implements strategic plans for Information Technology, 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 improving operational efficiency through process automation/reengineering; coach, develop and assist with process improvement.
- Establishes standards for hardware and software and provides technical assistance to County Office departments in the acquisition of hardware and software; coordinates and reviews acquisition requests for hardware, including development and implementation of a long-range funding plan for maintenance and replacement.

- Coordinates resources, timetables and services and directs the design, development and maintenance of systems and programs, including researching new advancements in computer hardware and system/applications software; evaluating systems and program designs and recommending purchase of equipment and materials.
- Performs 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.
- Direct the design, installation, operation, maintenance and repair of Local Area Networks (LAN's) and Wide Area Networks (WAN's) including internet, intranet and various other network systems; 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.
- Implement disaster recovery and back-up procedures and information security and control structures, including identifying programming problems and developing effective solutions.
- Codes and maintains accurate records of data processing programs and their modifications; modifies documentation for all aspects of systems and procedures, including security, telecommunications, training, etc..
- 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.
- Forecasts financial requirements for technology expenditures, administers the department's expense allocations and prepares an annual budget; including the information technology capital expansion fund; and monitors the billing for network-related and financial systems services provided to clients.
- Provides leadership and direction for the planning, development and implementation of technology systems for the purpose of meeting the operational and instructional needs of the County and enabling the use of technology to maximum advantage.
- Works with advisory committees, establishes and encourages user groups and provides 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.
- Maintains current knowledge of computer field by attending seminars and workshops; participates in community and statewide IT work groups and may conduct local and regional technical workshops as directed.
- Acts as liaison between Information Technology Department, vendors and users.
- Prepares reports, records and correspondence related to departmental operations and activities.
- Assists in performing operations functions; prepares computer and peripheral equipment for processing and runs a variety of programs to generate reports.
- Performs 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.

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.
- 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:

- Revised: 06/25/2018
- FLSA Status: Exempt
- Bargaining Unit: Unrepresented Management
- Approved by: Personnel Commission