



SJCOE
EDUCATE · INNOVATE · INSPIRE

Job Description

POSITION TITLE:	Coordinator IV, Enterprise Services Information Technology Business Services	#6176
SALARY PLACEMENT:	Management Salary Schedule Range 14	

MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:

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.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Five years increasingly responsible experience with information systems in a large-scale information technology environment including network and computing devices, large SQL databases, email, virtualized servers, maintenance and troubleshooting. Experience providing advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network. Experience in Microsoft SQL and advanced database management including full backup and restore techniques. Ability to write and prepare elaborate proposals, contracts, and scopes of work. Previous experience supervising, leading and evaluating staff. Experience with educational administrative systems. Experience in public education environment.

KNOWLEDGE, SKILLS, AND ABILITIES:

Possesses leadership skills in planning, setting agendas and coordinating/conducting meetings/trainings. Follow manuals and read complicated instructions; understand and carry out oral and written instructions; use appropriate and correct English, spelling, grammar and punctuation; 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. Must be flexible and receptive to change. 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.

CREDENTIALS AND/OR UNIQUE KNOWLEDGE, SKILLS AND ABILITIES:

Operate and have a sound technical understanding of a wide variety of computing systems, operations, hardware and software; 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 smart phones and tablets; modern computer techniques, methodologies, principles, and practices. Maintain and actively pursue personal knowledge of current industry trends and technological advancements within the computing field. Knowledge of principles and methods of system administration and networking, capabilities and limitations of Chromebooks, Macintosh, Windows and Windows Server operating systems including: Active Directory, email, virtualized servers, virus protection, spam control, automated patching/imaging, cell phone and tablet devices; documentation concepts and clear written and oral communications. Ability to analyze procedures and problems, develop and implement improvements and solutions;

prepare reports; gather, analyze and organize information. Experience with large Enterprise information systems including: Human Resources, Finance and Payroll systems.

Familiarity with a wide range of California K-12 specific requirements, including but not limited to California Ed Code, SOPIPA and Public Records Act; familiarity with a wide range of federal requirements, including but not limited to COPPA, CIPA, FERPA, PPRA, HIPAA.

DISTINGUISHING CHARACTERISTICS:

The Coordinator series represents advanced management positions and has four levels.

SUMMARY OF POSITION:

Under the general direction of the Enterprise Services Director, independently performs server and database administration, system analysis, design, implementation, maintenance and troubleshooting, gather and collect information, analyze, document, and report on findings, impact, and potential solutions; provide advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network. Plans, coordinates, supervises, monitors and maintains the efficient operation and scheduling of data center enterprise communication systems and core business services such as Human Resources, Finance and Payroll.

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. Supervises, leads, and evaluates staff.
4. Participate, coordinate, or conduct a variety of meetings, staff developments, committees, trainings, workshops, and/or conferences in order to present materials 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 interpret 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 adopt 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. Utilizes computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling and user support.
14. Provides training and support to a diverse customer base in the proper application of computing hardware and software systems along with policies and procedures related to technology.
15. Maintains an advanced level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, networking practices, equipment and trends.
16. Installs, tests, operates, monitors and maintains operating systems, applications and databases often involving the integration of multiple servers, technologies and networks.
17. Researches, tests, recommends, implements and maintains new products, technologies, and trends that will enhance and increase the technical productivity, security and levels of service provided by the Information Technology Department.
18. Analyzes existing or proposed projects and requests to determine the feasibility for technical adaptation; prepares project proposals and quote requests and provides research and implementation documentation on project implementation.
19. Creates clear and concise technical documentation on Enterprise level systems and procedures; coordinate testing and evaluation of vendor software and hardware.
20. Gather information systems requirements through study of existing documentation, work flows, procedures, regulations, audit findings and other artifacts; supplement gathered requirements through observation, interview, attendance at workshops and conferences and other sources.

21. Researches, tests, recommends, implements and maintains Enterprise computing environments including: Human Resources, Finance, Payroll, Active Directory, DNS, DHCP, Radius, file servers, email, virtual servers, virus protection, spam control, automated patching and imaging, smart phone and tablet devices.
22. Supports large Enterprise information systems; provides guidance for new system implementation, enhances existing systems and maintains security.
23. Assists the Division Director of Information Technology in the budgeting process.
24. Create, recommends and updates standards and department policies and procedures.
25. Responds to a rapidly changing technical environment and the requirements of customers.
26. 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.
27. Performs 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 25 pounds to waist height.

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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