



**SJCOE**  
EDUCATE • INNOVATE • INSPIRE

## Job Description

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**POSITION TITLE:** Director II, Application Services #6154  
Information Technology  
Business Services

**SALARY PLACEMENT:** Senior Management Salary Schedule  
Range 2

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**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. Five years increasingly responsible experience with information systems in a large-scale information technology environment including network and computing devices, large SQL databases, virtualized servers, maintenance and troubleshooting.

**DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:**

Possess a deep and broad understanding of technology from programming, databases, system administration, system programming, and system architecture. Experience in project management, hardware, and data center administration. 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:**

Possess 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. 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:**

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 office productivity suites 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 knowledge of current industry trends and technological advancements within the computing field.

Knowledge of system design and management, including, but not limited to requirements gathering, scope analysis, cost analysis, developing milestones, timelines, system documentation, testing, implementation, training, and support. Knowledge of a System Development Life Cycle (SDLC). Knowledge of large data-driven web and software application. Knowledge of principles and methods of system administration and networking, capabilities and limitations of Windows and Windows Server operating systems including: Active Directory, email, virtualized servers, virus protection, core business services such as Finance, Payroll, Human Resources and Document Management Systems; documentation concepts and clear written and oral communications. Experience with large Enterprise information systems including: Finance, Payroll, and Human Resources systems.

Familiarity with a wide range of California K-12 specific requirements, including but not limited to PERS, STRS, SACS and the Healthy Families Act; familiarity with a wide range of federal requirements, including but not limited to W2s, 1099s, and 1095Cs.

### **DISTINGUISHING CHARACTERISTICS:**

The Director II represents Range II of the Senior Management Salary Schedule and provides leadership and vision for the organization. This position requires educational management experience.

### **SUMMARY OF POSITION:**

Under the general direction of the Division Director of Information Technology, independently installs, implements and manages core business services such as Finance, Payroll, Human Resources and Document Management Systems. Develops concepts, designs, and deploys new innovative systems and services. Researches and evaluates new technologies, trends, and best practices. Writes and prepares elaborate proposals and scopes of work. Participates in contract negotiations. Prepares and formulates cost analysis, quotes, and timelines/milestones to customers. Conducts presentations, demonstrations; conducts market analysis and develop creative/strategic plans. Manages several data management systems in considerably large and diverse user environment within a broad framework of standards, policies and procedures, utilizing current techniques and methodologies. Plans, coordinates, supervises, monitors and maintains the efficient operation and maintenance of a variety of K-12 administrative systems. Assumes Division Director responsibilities during the Division Director's absence.

### **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, 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 interprets 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 adopts 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. Oversee and manage budgets.
12. Prepare reports as needed.
13. Utilize computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling and user support.
14. Provide training and support to a diverse customer base in computing hardware/software systems along with policies and procedures related to technology.
15. Maintain an advanced level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, networking practices, equipment and trends.
16. Install, test, operate, monitor and maintain operating systems, applications and databases often involving the integration of multiple servers, technologies and networks.
17. Research, test, recommend, implement and maintain new products, technologies, as well as trends that will enhance/increase the technical productivity, security and levels of service provided by the Information Technology Department.
18. Analyze existing or proposed projects and requests to determine the feasibility for technical adaptation; prepares project proposals, quote requests, provides research and implementation documentation on project implementation.
19. Create clear and concise technical documentation on enterprise level systems and procedures; coordinates testing and evaluation of vendor software and hardware. Document all phases of the analysis, design, programming, implementation and maintenance of programming projects.

20. Gather system requirements through study of existing documentation, work flows, procedures, regulations, audit findings and other artifacts; supplement gathered requirements through observation, interview, attendance at workshops/conferences and other sources.
21. Create programs utilizing current departmental programming techniques and standards, codes and debugs programs, coordinates testing and data conversion.
22. Support large enterprise information systems including core business services such as Finance, Payroll, Human Resources and Document Management Systems. Provides guidance for new system implementation, enhances existing systems and maintains security.
23. Make recommendations to SJCOE managers regarding the integrity of systems or system modifications for release.
24. Oversee system release processes, including the organization and distribution of release notes and system change notifications for end users.
25. Responsible for the tracking, scheduling, and prioritization of system software for modifications and problem resolution.
26. Assist the Division Director of Information Technology in the preparation of strategic plans/processes and may participate in presentations to the Data Processing Joint Powers Agreement (DPJPA) Board.
27. Respond to a rapidly changing technical environment and the requirements of customers.
28. 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.
29. 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 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 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.

4/11/2018 final sc