



**SJCOE**  
EDUCATE · INNOVATE · INSPIRE

## Job Description

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**POSITION TITLE:** Program Manager III, Project Management Services #6195  
CodeStack  
Office of the Superintendent

**SALARY PLACEMENT:** Management Salary Schedule  
Range 10

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**MINIMUM QUALIFICATIONS- EDUCATION AND/OR TRAINING:**

Possess a Bachelor of Arts/Science Degree or comparable combination of experience, education, and training in information technology or related fields may be considered. Experience in maintaining statewide, district-wide and individual-level data for state and federal reporting. Experience managing the development lifecycle, and maintenance and enhancements of statewide information systems. Experience in providing professional development and technical assistance to school, district and state agencies

**DESIRABLE QUALIFICATIONS- EDUCATION, TRAINING, AND/OR EXPERIENCE:**

Five years of experience working in any functional and/or systems requirements, technical and/or client services fields, with at least three years of experience in educational setting. Experience with student information systems used in state educational agencies. Experience with various software products used for analysis, data integration and reporting. Experience in strategic planning; experience working with large relational databases designed for both transaction processing and complex reporting. Experience with Student Information Systems. Five years of varied and progressively responsible experience involving project management and customer support for statewide web systems.

**CREDENTIALS AND/OR UNIQUE KNOWLEDGE, SKILLS AND ABILITIES:**

Possess leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings. Ability to supervise, lead, and evaluate staff. Ability to delegate and hold accountable those responsible for carrying out the policies and procedures. Ability to operate a computer and knowledge of assigned software. Knowledge of program evaluation and data collection. Ability to be flexible based on program needs. Ability to create and follow policies and procedures. Ability to interpret and explain technical concepts to non-technical customers and staff. Ability to manage data for various state agencies. Ability to oversee and manage budgets. 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 Director II - Support Services and Director I - Project Management Services, create and maintain professional development strategy for team members , perform project management duties (including but not limited to: gathering requirements, analysis of scope, development of roadmaps, timelines, and milestones, quality assurance, and creation of system documentation, specify deliverables for contracts, manage resources, manage risks) and maintain customer relationships. Will serve as the representative for CodeStack for meetings for various California Agencies. The position is responsible for providing a high level of management and technical expertise in the area of systems operation, maintenance, security, reporting, data analysis, best practices. The position is also responsible for managing the Help Desk Staff. Utilize independent judgment and problem-solving skills in relation to assigned areas of responsibility.

**ESSENTIAL FUNCTIONS:**

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 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 timelines.
11. Prepare reports as needed for program.
12. Oversee and manage budgets.
13. Analyze existing or proposed web-based projects to determine their feasibility; may prepare cost estimates for these proposed projects and/or scope analysis reports.
14. Design web-based systems; detailing procedures to be followed by users; revises and creates departmental forms for data processing applications or manual procedures; prepares system and data flow diagrams; translates problem statements into programming definitions.
15. Develop milestones, timelines, and assign tasks to project/system team.
16. Manage the Quality Assurance staff.
17. Manage the Help Desk staff.
18. Conduct thorough testing of proposed project components/functions and develop test cases.
19. Document all phases of the analysis, design, programming, implementation, and maintenance of web-based projects.
20. Assist in the research of new web-based products and services.
21. Review work of the staff assigned to the project: trains other staff members as required.
22. Manage resources for different projects.
23. Establish standards for change and requirement management communication and engagement with program stakeholders including various California agencies with a focus in Education.
24. Monitor system performance benchmark.
25. Perform other related duties as assigned.

**PHYSICAL REQUIREMENT:**

Employees in this position must be able 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 visual 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 25 pounds to waist height.

**WORK ENVIRONMENT:**

Employees in this position will be required to work indoors and/or in an educational and standard office environment. Employees may come in direct contact with parents, SJCOE and school district staff, outside agency staff and the public.