

JOB DESCRIPTION
San Diego County Office of Education

Senior Director, Services and Solutions

Purpose Statement

The Senior Director, Services and Solutions plans, organizes, and directs the work of management and technical staff in the PeopleSoft Support, Student Information Systems/CalPADS Support, Computer Support Services, and Training & Events teams in the Integrated Technology Services Division. The Senior Director provides overall administrative direction, coordination, and planning of data systems, services, and activities, and formulates strategies, policies, standards, and protocols for the delivery of ITS support services to internal and external customers of the San Diego County Office of Education (SDCOE).

Essential Functions:

- Effectively coordinates, plans, and communicates with other SDCOE leadership and staff to ensure optimal delivery of cost-effective and efficient services; builds and maintains professional, effective relationships with management and staff to achieve department outcomes.
- Provides technical expertise, information, and assistance to the Assistant Superintendent, Integrated Technology Services regarding assigned areas; formulates, evaluates and implements data governance policies, procedures and programs; recommends proper organization structure for assigned programs and functions.
- Promotes participation of and collaboration with end-user and staff representatives in needs assessment, program development, service delivery efforts, and project review.
- Directs the activities of the various support teams to assure the resolution of problems and ongoing evaluation of customer satisfaction and problem resolution rates.
- Directs the preparation and maintenance of a variety of narrative and statistical reports, data dashboards, records, and files related to assigned activities.
- Develops and prepares the annual preliminary budget for department operations; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations.
- Attends and conducts a variety of meetings as assigned; attends trade shows and conferences as needed; participates on assigned committees and teams.
- Performs personnel administrative functions for assigned personnel (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.

Other Functions:

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Knowledge and Abilities:

KNOWLEDGE of:

Senior Director, Services and Solutions

Advanced management of complex data systems and data service and support projects;
Principles and methods of project management and processes;
Principles, policies and controls associated with data governance and data stewardship;
Principles, methods, and techniques of data security, monitoring and enforcement;
Effective presentation, relationship building, and communication techniques;
Effective leadership skills, methodologies and strategies;
Budget preparation and control;
Oral and written communication skills;
Principles and practices of supervision, staff development, organization, administration and personnel management;
State and federal laws, regulations, SDCOE guidelines and policies applicable to area of responsibility;
Interpersonal skills using tact, patience and courtesy;
Operation of a computer and assigned software.

ABILITY to:

Plan, organize, control and direct the vision, operations and activities for the Services and Solutions Department;
Plan strategies to deliver services to users to meet defined needs;
Drive people, process, project management, and technology transformation in a dynamic and complex operating environment;
Build partnerships and information-sharing agreements between multiple governmental agencies.
Assure cost-efficient and effective operations;
Direct and evaluate the performance of assigned staff;
Communicate effectively, both orally and in writing, with a variety of persons (e.g., senior management, project managers, engineers and clients);
Research and stay current with data-related technologies and platforms;
Evaluate and establish appropriate priorities;
Interpret and apply administrative policies to ITS functions;
Establish, foster, and maintain cooperative and effective working relationships with others;
Operate a computer and assigned office equipment;
Analyze situations accurately and adopt an effective course of action;
Meet assigned schedules and timelines;
Work independently with little direction.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, and significant fine-finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience: Five (5) years of experience in planning, developing, and implementing large-scale technology infrastructure systems and support services, including four (4) years at a management level in a large public agency.

Education: Bachelor's degree in information management systems, computer science, business administration, or related field.

Equivalency: A combination of education and experience equivalent to a bachelor's degree in information management systems, computer science, business administration, or related field, and five (5) years of experience in planning, developing, and implementing large-scale technology infrastructure systems and support services, including four (4) years at a management level in a large public agency.

Required Testing

N/A

Certificates

Valid CA Driver's License

Certification for project management, ITIL foundation certificate, and/or ITSM certification or equivalent is desirable.

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

Tuberculosis Clearance

FLSA State: Exempt

Salary Range: Classified Management, Grade 53

Personnel Commission Approved: October 19, 2016

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