DIRECTOR, DATA AND IMPACT CENTER OF EXCELLENCE (DICE)

Purpose Statement:
The Director, Data and Impact Center of Excellence (DICE) is responsible for planning, coordinating, and directing the functions of the DICE unit; identifying customer and operational needs of multiple on-premises and cloud-based solutions; serving as a subject-matter expert and trusted resource to SDCOE leadership; providing influence and consultation in the development of the larger organizational or business strategy; and supervising and evaluating the performance of assigned staff.

Diversity Statement:
Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:
This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:
- Researches the latest hardware, network, storage, interoperability, data quality, data visualization, data system virtualization and cloud computing industry trends for the purpose of recommending new systems for improving services offered.
- Collaborates with a variety of internal and external parties for the purpose of developing data application programming interfaces (APIs) for internal SDCOE data-sharing.
- Collaborates with internal and external parties for the purpose of determining the computing, storage, network requirements, backup retention of data-related projects.
- Directs development and maintenance of websites, databases, manuals, and documents for the purpose of maintaining a department web presence and product references.
- Directs the specification, development, and operations for data submission processes, data quality audits, associated documentation, and data visualization systems tests.
- Directs internal and district support for data-sharing agreement processes, including maintenance of records and sharing of the status of agreements.
- Directs development and operation of system status tables and associated reports and dashboards showing the status data operations.
- Collaborates with Coordinator, Data Reporting, to research and analyze the data reporting needs of school districts and charter schools to make recommendations for process and system improvements.
- Collaborates with Database Analyst to provide support for school districts and charter school

data extracts, including monitoring performance of systems, meeting with sites to review new extract requests, and collecting required documentation.

- Defines and directs new data collections and develops technical solutions.

- Designs and directs efforts towards innovative and scalable learning solutions aimed at improving educational opportunities and outcomes for students at all levels.

- Collaborates with the Senior Project Manager, Data & Analytics, to design and implement metrics to measure impact, effectiveness, appropriateness, and utility of projects; and measures and reports on project effectiveness (dashboards, monthly/quarterly reports, etc.).

- Serves as a technical advisor to SDCOE staff and other district personnel.

- Coordinates and identifies architecture and design of scalable and cost-effective data infrastructure and management solutions.

- 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.

- Prepares a wide variety of complex materials (e.g., plans, budgets, funding requests, reports, analyses, recommendations, procedures, etc.) for the purpose of documenting activities and issues, meeting compliance requirements, providing audit references, making presentations, and/or providing supporting materials for requested actions.

- 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.

- Collaborates with local, regional, statewide, and nationwide educational, policy, business, and technology contacts to gather and analyze big data and apply predictive analytics with a focus on creating dynamic adaptive learning resources for students.

- Ensures project technical designs meet ITS's operational requirements, comply with ITS infrastructure, security standards and complies with all relevant state and federal rules and regulations.

- Provides and manages the delivery of services and support 24 hours a day for the purpose of providing services within established timeframes and in compliance with related systems standards and requirements.

- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.

- 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.

Other Functions:

- Performs other 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:
Human centered and socially conscious leadership;

Adult learning theory;
Network principles.
Project management;
Hypervisors and virtual machines (VMware, Hyper-V);
LAMP (Linux, Apache, MySQL, PHP) and Microsoft (Windows Server, IIS, MS SQL) technologies;
Key cloud design concepts such as "High Availability" (HA), "Elastic Load Balancing" (ELB), especially in relation to modern disaster recovery (DR) methodologies and cloud-based solution design;
Key cloud-specific technologies (EC2, S3, RDS, AZ);
Amazon services such as CloudWatch, CloudFormation, CloudTrail;
Version control and release management concepts and tools for code branching and merging;
Managing infrastructure in hosted and on-premises datacenter environments;
Amazon AWS and Microsoft Azure in an enterprise setting.

ABILITY TO:
Promote a human-centered culture that elevates the strengths of others creating a sense of belongingness;
Practice cultural competency while working collaboratively with diverse groups and individuals;
Write technical materials and manuals;
Analyze situations to define issues and draw conclusions;
Address performance gaps and implement contingency plans;
Deliver key objectives within a defined schedule and budget;
Schedule a significant number of activities, meetings, and/or events;
Routinely gather, collate, and/or classify data;
Demonstrate flexibility to work independently and with others in a wide variety of circumstances;
Analyze data utilizing defined but different processes;
Work with data of varied types and/or purposes;
Work independently and with others to solve complex problems and create action plans;
Interpret and apply laws, regulations, and guidelines to accomplish tasks;
Communicate effectively orally and in writing with diverse populations;
Establish and maintain effective working relationships;
Set priorities, work with multiple projects, frequent interruptions, and changing work priorities;
Work with detailed information/data and maintain accurate records;
Maintain confidentiality;
Facilitate communication between persons with frequently divergent positions.

Working Environment:
ENVIRONMENT:
Duties are typically performed in an office setting.
May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:
Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

This position may be required to work extended hours as needed to accomplish assigned tasks and to travel to work locations across San Diego County.

Education and Experience:

Experience: Five (5) years of progressively responsible experience in directing and coordinating the computer operations in a large mainframe environment, including two years of supervisory experience over technical staff. Experience must include responsibility for managing complex data center projects.

Education: Bachelor's degree from a regionally accredited college or university in computer science, information system, data management, or related field.

Equivalency: A combination of education and experience equivalent to a bachelor's degree in computer science, information systems, data management, or related field and five (5) years of progressively responsible experience in directing and coordinating the computer operations in a large mainframe environment, including two years of supervisory experience over technical staff. Experience must include responsibility for managing complex data center projects.

Required Testing	Certificates
N/A	Valid CA Driver's License

Continuing Educ./Training	Clearances
N/A	Criminal Justice
	Fingerprint/Background clearance
	Physical exam including drug screen
	Tuberculosis Clearance

FLSA State: Exempt

Salary Grade: Classified Management Grade 50

Personnel Commission Approved: <u>March 20, 2024</u>