



OCEAN VIEW SCHOOL DISTRICT
Personnel Commission



DIRECTOR, INFORMATION SERVICES

JOB SUMMARY:

Under administrative direction of the Deputy Superintendent, Administrative Services, plans, organizes, assigns, supervises, and reviews the activities of the District's Information Services Department, in support of the District's computer and local and wide area network systems, and other district-wide telecommunication systems. The incumbent is responsible for the management of: network systems management support to student records/information; general management of classroom systems; and computer support for general administration at school sites and District Office. The incumbent is also responsible for the uninterrupted external feeds from the Orange County Department of Education's software applications for Payroll, Accounting, Purchasing, Food Service and Business/Financial operations.

CLASS CHARACTERISTICS:

This is a single incumbent classified management position having responsibility for directing all functions related to the operation of the District's Information Services Department. The position researches, directs and coordinates the acquisition, installation, operation and maintenance of new technology, the information systems network, including directing and coordinating the work of the department's technical staff and that of outside consultants to deliver existing and emerging information technology to students and staff throughout the District. The incumbent is expected to work independently in concert with the objectives, scheduling and general procedures established by the Deputy Superintendent, Administrative Services.

REPRESENTATIVE DUTIES (*E denotes an essential function of the job.*)

Plan, organize, direct and establish priorities for a variety of programs, projects and activities related to Information Services including the various computer networks, telecommunication and other systems to provide efficient access to information in support of District schools and departments in their instructional and administrative activities; ***E***

Communicate with administrators, District staff and contractors to determine and define needs for new or revised computer systems or specific applications of existing systems, and to coordinate activities and programs, resolve issues and concerns and exchange information; ***E***

Review requests for services, resolve problems and determine appropriateness of new applications for automation and determine priority for work to be completed; ***E***

Provide technical expertise, information and assistance to Deputy Superintendent, Administrative Services regarding assigned functions; *E*

Negotiate agreements, order/arrange for services and supervise selected outside vendors for hardware, software, communications, telecommunications and network technical assistance/repair as necessary or required; *E*

Prepare and implement goals and objectives for technological advances that will serve the broad-based needs of district operations, employees, students, school sites and the public; *E*

Ensure that backup/recovery plans and security standards exist and are followed for all systems; *E*

Plan, prepare, and effectively manage the annual budget for the Information Services department, analyze and review budgetary and financial data, control and authorize expenditures in accordance with District guidelines and policies; *E*

Supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; *E*

Oversee the out-sourcing of and/or facilitate training/service provided to department staff in the use and operation of equipment and software at the District Office and other designated sites;

Oversee maintenance and functional operational integrity of the District's computer network, its operating system software, equipment, and peripherals to system's specifications;

Manage, program and troubleshoot the District's telephone system network;

Effectively maintain liaisons with internal client groups through scheduled meetings;

Perform other tasks and assume responsibility as may be assigned by proper authority.

SUPERVISION:

Administrative direction is received from the Deputy Superintendent, Administrative Services.

Supervises and evaluates all employees assigned to the Information Services Department. Oversees and coordinates the work of vendors and consultants providing hardware, software and technical support services.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles and practices of information technologies as applied to automation of office procedures;
- Thorough knowledge of computer systems, peripherals, operating systems and network systems to provide business and educational support services;
- Windows office suite application software utilized in school and business administration (word processing, spreadsheets, personnel management, attendance accounting, etc.);
- Methods for effectively assessing, analyzing user needs, recommending hardware/software solutions;
- Procedures and methods of hardware/software installation, repair and upgrading;
- Applicable laws, codes, regulations, policies and procedures;
- Effective methods of human resources and time management, budget development and monitoring;
- Methods of effectively supervising and training staff in department functions;
- Interpersonal skills using tact, patience and courtesy;
- English usage, grammar, spelling, punctuation and vocabulary;
- Modern record keeping practices and procedures;
- Modern office methods, procedures, terms, and equipment, including a working knowledge of the use of personal computers, word processing, spreadsheet, database, email and internet computer applications.

Ability to:

- Plan, organize and administer all aspects of the Information Services Department;
- Supervise and coordinate in-house and vendor services necessary to ensure the operational integrity and consistent availability of the District's computer network and assets;
- Accurately assess current and future computer resource needs, develop sound plans for timely acquisition, implementation of hardware, software to effectively enable the District to meet its computer relevant business and educational goals;
- Develop and implement computer/data management policies and procedures on a district-wide basis;
- Analyze situations accurately and adopt an effective course of action;
- Provide technical assistance and communicate Information Services procedures and requirements to District computer system users;
- Operate various office equipment, including data and word processing equipment and software programs;
- Interpret, apply and explain rules, regulations, policies and procedures;
- Work closely and effectively with all levels of District employees;
- Communicate effectively both orally and in writing;
- Interface effectively with vendors, suppliers and system users;

- Plan, organize, direct, control, and evaluate the work of subordinate staff;
- Establish and maintain effective interpersonal relationships using tact, patience, courtesy and respect.

EMPLOYMENT STANDARDS:

Any combination of education, training and experience which demonstrates the ability to perform the duties of the position. A typical qualifying entrance background would include:

Education:

- Graduation from an accredited college or university with a B.A. or B.S. degree with a major in computer science; OR
- Any combination of education and experience equivalent to graduation from an accredited college or university with a degree in computer science/networking

Experience:

- Four (4) years of experience in the management and administration of computer networks, providing technical and user support of networked applications, preferably involving school finance, word processing, personnel management and educational software applications.
- Experience working in a California public school environment is highly desirable.

LICENSES REQUIRED:

Possession of a valid and appropriate California Driver License.

All the above licenses must be maintained as a condition of continued employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Frequently sits and stands; safely lifts, carries, and pushes objects weighing up to 50 pounds, occasionally lifts over 50 pounds; occasionally walks, stoops, bends and reaches over head; repetitively uses fingers on both hands simultaneously; visual acuity sufficient to see small details in an office environment and normal distance and color vision; hearing and verbal communication sufficient to understand and be understood in routine business conversation. Drives a vehicle and uses a variety of computer and telecommunication equipment. Has direct contact with students and other district staff. Frequently works with high volumes and tight deadlines without direct guidance from supervisor. Employment is contingent upon passing a physical examination and back evaluation test. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Established 5/23/96

Revised 12/9/04, 3/13/08

Job Description Review and Revisions Effective: 11/12/15