# SJCOE
## EDUCATE · INNOVATE · INSPIRE

# Job Description

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| **POSITION TITLE:** | **Director II, Application Services** | **#6278** |
| | **Information Technology** | |
| | **Business Services** | |
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| **SALARY PLACEMENT:** | **Senior Management Salary Schedule** | |
| | **Range 2** | |

## SUMMARY OF POSITION:

Under the general direction of the Division Director of Information Technology, independently performs server and database administration, system analysis, design, implementation, maintenance, and troubleshooting, gather and collect information, analyze, document, and report on findings, impact, and potential solutions for core business services such as Finance, Payroll, Human Resources, and Document Management Systems; provide advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network.

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 develops creative/strategic plans. Manages several data management systems in a 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.

## 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.

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

Five years of 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.

Experience providing advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network; Experience in leading large enterprise payroll and finance systems, application development teams. 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 a public education environment.

## KNOWLEDGE, SKILLS, AND ABILITIES:

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
- System Development Life Cycle (SDLC). Knowledge of large data-driven web and software application
- large data-driven web and software application
- 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
- large Enterprise information systems including: Finance, Payroll, and Human Resources systems
- 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
- current industry trends and technological advancements within the computing field

Ability to:
- 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
- work independently
- operate a variety of standard office equipment including computing devices, printers, copiers
- flexible and receptive to change

Possess:
- leadership skills in planning, setting agendas and coordinating/conducting meetings/trainings
- 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
- 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 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.

**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.
16. 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.
17. Analyze existing or proposed projects and requests to determine the feasibility for technical adaptation; prepares project proposals, provides research and implementation documentation on project implementation.
18. Create clear and concise technical documentation on enterprise level systems and procedures; coordinates testing and evaluation of vendor software. Document all phases of the analysis, design, programming, implementation, and maintenance of programming projects.
19. Gather system requirements through study of existing documentation, workflows, procedures, regulations, audit findings and other artifacts; supplement gathered requirements through observation, interview, attendance at workshops/conferences and other sources.
20. Create programs utilizing current departmental programming techniques and standards, codes and debugs programs, coordinates testing and data conversion.
21. Support large enterprise information systems including core business services such as Finance, Payroll, Human Resources and Document Management Systems.
22. Make recommendations to SJCOE managers regarding the integrity of systems or system modifications for release.
23. Oversee system release processes, including the organization and distribution of release notes and system change notifications for end users.
24. Responsible for the tracking, scheduling, and prioritization of system software for modifications and problem resolution.
25. 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.
26. 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.

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