POSITION TITLE:	**Program Manager I, Academic Technology**	**#6171**
	County Operated Schools and Programs	
SALARY PLACEMENT:	**Management Salary**	
	Schedule Range 8	

MINIMUM QUALIFICATIONS-EDUCATION, TRAINING, AND EXPERIENCE:
Possess a Bachelor's Degree with a concentration in computer-related technology and/or Business Administration; or equivalent experience in management information systems.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:
Three years increasingly responsible experience with information systems including network, computing devices, maintenance and troubleshooting. Experience providing technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network; Experience in creating and managing a Windows Server infrastructure including: Active Directory, DNS, DHCP, Radius, Exchange and virtual server environments. Ability to write and prepare elaborate proposals, contracts, and scopes of work. Experience with educational administrative systems. Experience in public education environment.

KNOWLEDGE, SKILLS, AND ABILITIES:
Ability to operate a computer and knowledge of assigned software; work in a collaborative setting; successfully manage multiple tasks concurrently; possess organization skills and ability to meet deadlines; and has a strong work ethic that includes both vision and ability to implement programs. Ability to be flexible based on program needs. 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.

CREDENTIALS AND/OR UNIQUE KNOWLEDGE, SKILLS AND ABILITIES:
Operate and have a sound 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 Microsoft Office 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. Maintain and actively pursue knowledge of current industry trends and technological advancements within the computing field. Knowledge of principles and methods of system administration and networking, capabilities and limitations of Chromebooks, Macintosh, Windows and Windows Server operating systems, Active Directory, Exchange, virtualized servers, virus protection, spam control, automated patching and imaging, cell phone and tablet devices, documentation concepts and clear written and oral communications. Ability to analyze procedures and problems, develop and implement improvements and solutions; gather, analyze and organize information. 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; operate a variety of standard office equipment including computing devices, printers and copiers.

DISTINGUISHING CHARACTERISTICS:
The Program Manager series represents advanced management positions and has three levels.

SUMMARY OF POSITION:
Under general direction of the Academic Technology Coordinator, independently performs a variety of tasks including operation and installation of Chromebook, Macintosh and Windows operating systems and mobile computing devices, system analysis, design, implementation, maintenance and troubleshooting, gather and collect information, analyze, document, and report on findings, impact, and potential solutions; provide technical and project support for a large and diverse user environment within a large, multi- campus, heterogeneous network. Assumes a lead role in the analysis, testing, implementation, and support of computerized information systems including: G Suite for Education, virtualized servers, automated patching and imaging, smart phone and tablet devices, standard desktop hardware and software configurations. Provides guidance for new system implementation and the continuing enhancement of the existing systems. Plans, coordinates, supervises and monitors the efficient operation and scheduling of Academic Technology personnel.

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, 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. Assist in the development of annual budgets.
13. Utilize computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling and Academic Technology Support.
14. Receive calls for assistance, installations, and general maintenance; logs calls, prioritizes and takes appropriate action to ensure a satisfactory response with acceptable timeframes for customers; provides status reports on all requests.
15. Provide training and support to a diverse customer base in the proper application of computing hardware and software systems along with policies and procedures related to technology.
16. Maintain a current level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, equipment and trends.
17. Install, test, operate, monitor and maintain operating systems and applications (word processing, spreadsheets, virus protection, and others), Network/Internet applications (email, Internet browsers, backup and others) on Chromebooks, Macintosh, Windows and mobile computing devices.
18. Research, test, recommend, implement and maintains new products, technologies, and trends that will enhance and increase the technical productivity, security and levels of service provided by the Academic Technology Department.
19. Analyze existing proposed projects and requests to determine the feasibility for technical adaptation; prepares project proposals and quote requests; provides research and implementation documentation on project implementation.
20. Create clear and concise technical documentation on Enterprise level systems and procedures; coordinate testing, and evaluation of vendor software and hardware.
21. Gather information systems 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.

22. Research, test, recommend, implement and maintain computing environments including: automated patching and imaging, smartphone and tablet devices.
23. Participates and makes recommendations regarding the formulation of department standards.
24. Responds to a rapidly changing technical environment and the requirements of customers.
25. Complies with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Academic Technology Department.
26. Performs other related duties as required.

PHYSICAL REQUIREMENTS:

Employees in this position must have the ability to:

1. Sit 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 50 pounds to waist height.

WORK ENVIRONMENT:

Employees in this position will be required to work indoors and outdoors in a standard office environment and come in direct contact with SJCOE 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, Audio/Video support, scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.

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