



## Job Description

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**POSITION TITLE:** Program Manager I, User Services #6281  
Information Technology  
Business Services

**SALARY PLACEMENT:** Management Salary Schedule  
Range 8

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**SUMMARY OF POSITION:**

Under the general direction of the Director of Enterprise Services, performs a variety of tasks including operation and installation of Chromebook, Macintosh and Windows operating systems and mobile computing devices along with a variety of peripheral and network equipment; assists customers to determine cause and resolution of problems. Perform other related duties as required.

Assumes a lead role in the analysis, testing, implementation, and support of the Enterprise-wide computerized information systems including Active Directory, Exchange, virtualized servers, Cybersecurity systems, spam control, automated patching and imaging, smartphone and tablet devices and standard desktop hardware and software configurations. Provides guidance for new system implementation and the continuing enhancement of the existing 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. Five years increasingly responsible experience with information systems including network, computing devices, maintenance, and troubleshooting.

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

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. Experience with educational administrative systems. Experience in a public education environment.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- assigned software
- 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, Cybersecurity systems, spam control, automated patching and imaging, cell phone and tablet devices
- documentation concepts and clear written and oral communications

Ability to:

- operate a variety of standard office equipment including computing devices, printers, copiers
- 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
- communicate effectively in written and oral form
- establish and maintain effective working relationships with others in a large and diverse user environment
- analyze procedures and problems, develop, and implement improvements and solutions; prepare reports; gather, analyze and organize information

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

**DISTINGUISHING CHARACTERISTICS:**

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

**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. Oversee and manage budgets.
13. Utilize computing hardware and software, word-processing, spreadsheet, and database applications to perform basic duties including documentation, reporting, scheduling, and user support.
14. Receive calls for assistance, installations, and general maintenance; logs calls, prioritizes and takes appropriate action to ensure a satisfactory response with acceptable time frames 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), Databases, Network/Internet applications (email, Internet browsers, backup, and others) on Chromebooks, Macintosh, Windows, and mobile computing devices.
18. Research, test, recommend, implement, and maintain new products, technologies, and trends that will enhance and increase the technical productivity, security and levels of service provided by the Information Technology Department.
19. Analyze existing or proposed projects and requests to determine the feasibility for technical adaptation; prepare project proposals and quote requests and provide research and implementation documentation on project implementation.
20. Creates 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 and conferences and other sources.
22. Research, test, recommend, implement, and maintain Enterprise computing environments including Active Directory, DNS, DHCP, Radius, file servers, Exchange, virtual servers, Cybersecurity systems, spam control, automated patching and imaging, smartphone, and tablet devices.
23. Participate, coordinate, or conduct a variety of meetings, staff developments, committees, training, and/or workshops.
24. Participate and make recommendations regarding the formulation of department standards.
25. Respond to a rapidly changing technical environment and the requirements of customers.
26. Compile with all standards, procedures, controls, and policies as established by San Joaquin County Office of Education, participating school districts, and the Information Technology department.
27. Perform other related duties as required.

**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 terminal, operate standard office equipment and use the telephone.
3. Hear and understand speech at normal levels and on the telephone.
4. See and read the computer screen and printed matter with or without vision aids.
5. Speak so that others may understand at normal levels to small or large groups, and on the telephone.
6. Stand, walk, and bend over, reach overhead, grasp, push, pull 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 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. Requires travel within San Joaquin County and occasionally elsewhere within California.