SENIOR MANAGER, PEOPLESOFT SUPPORT

Purpose Statement

Under administrative direction, the Senior Manager, PeopleSoft Support, plans, organizes, and supervises the help desk support for the computerized business systems for the San Diego County Office of Education (SDCOE), serves as a liaison for participating school districts using SDCOE's ERP system, and supervises professional and technical staff in assigned areas.

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

- Plans, coordinates, and supervises staff in the overall day-to-day operations of the PeopleSoft Support Unit for the SDCOE and participating districts for the purpose of providing services within established timeframes and in compliance with related requirements.
- Coordinates solutions for organization-wide complex technical problems and system changes.
- Directs workflow to appropriate support team within SDCOE, utilizing an incident tracking system and oversees timely delivery of technical support.
- Builds and maintains relationships with district contacts for the purpose of improved communication and customer support.
- Develops and communicates policies, procedures and best practices to help desk staff and customers.
- Analyzes and maintains customer support levels and needs for the purpose of delivering a high level of customer satisfaction.
- Collaborates with other departments and divisions at the SDCOE to advance customer needs and recommend changes in policies, procedures or system improvements.
- Compiles a variety of complex data records and reports and distributes to senior management and school districts as appropriate (e.g. metrics, trends analysis, executive summaries, etc.) for the purpose of analyzing issues, ensuring compliance with organization policies and procedures and/or monitoring program components.
- Develops and prepares a wide variety of reference, presentation, policy and administrative materials (e.g. plans, budgets, funding requests, reports, analyses, recommendations, procedure manuals, etc.) for the purpose of assuring the timely and accurate development, implementation, testing, revision, maintenance, training and user support of system applications.

- Operates a variety of equipment (e.g. computers, peripheral equipment, standard business machines, etc.) for the purpose of providing completed activities and delivering services in a timely and efficient manner.
- Participates in a variety of meetings within SDCOE and at participating school districts for the purpose of providing customer support and understanding customer needs.
- Performs personnel administrative functions for assigned personnel (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.
- Prepares and monitors the annual budget for the PeopleSoft Support team for the purpose of ensuring that allocations are accurate, overseeing and controlling expenditures, and/or fiscal practices are followed.
- Provides regular updates to senior leadership regarding user requests, needs, problems, and reporting requirements for the purpose of communicating feedback and recommending potential solutions to identified needs.
- Researches a wide variety of topics for the purpose of maintaining current knowledge of legal requirements, new legislation, school and district trends and the operation of local, regional and national information systems.
- Coordinates customer communication and engagement through (district meetings, announcements, customer support portal, room reservations, presentations, etc.) for the purpose of delivering superior customer support.

Other Functions
- Performs other related 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;

Enterprise Resource Planning systems (ERP) including integrated financial/accounting procurement, payroll, and human resources systems;

Project management principles and project management software applications;

Information Technology Infrastructure Library (ITIL) framework;

Information Technology Service Management (ITSM);

Web technology and Service Oriented Architecture (SOA);

Network technologies;

Database systems architecture;

Principles and practices related to the management of multi-vendor and multi-platform computer; systems servicing multi-agency user groups;

Project accounting and resource allocation techniques;

Project risk management and mitigation techniques;

Public sector staffing regulations and processes;

Fundamental employment laws, codes, and regulations including EEO, FLSA, FMLA, and Cal/OSHA and applicable provisions of collective bargaining agreements.

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;

Build collaborative relationships with a significant diversity of individuals and/or groups;

Work with data of widely varied types and/or purposes;

Utilize specific, job-related equipment;

Problem solve to analyze issues and create action plans;

Problem solve with data requires analysis based on organizational objectives;
Set priorities and meet deadlines in assigned areas of work;

Work with constant interruptions.

<u>Working Environment</u>

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:

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally, the job requires 80% sitting, 10% walking, and 10% standing. The job is performed under minimal temperature variations.

Experience: Five (5) years of experience in managing complex, computerized business systems projects. Experience must include management–level responsibility for an organization-wide implementation and change management of an enterprise resource planning (ERP) system from requirements determined through system implementation. Experience with managing technology projects in a public-sector, widely-distributed, multi-agency user environment is desirable but not required.

Education: A bachelor's degree in information technology, systems engineering, technology management, or related field.

Equivalency: A combination of education and experience equivalent to a bachelor's degree in information technology, systems engineering, technology management, or related field, and Five (5) years of experience in managing complex, computerized business systems projects. Experience must include management–level responsibility for an organization-wide implementation and change management of an enterprise resource planning (ERP) system from requirements determined through system implementation.

<u>Required Testing</u>   **<u>Certificates</u>**
N/A   Valid CA Driver's License

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background Clearance

Drug Test

Proof of physical examination including TB Screen

FLSA Status: Exempt

Salary Range: Classified Management Grade 47

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