



DIRECTOR, INTEGRATED TECHNOLOGY SUPPORT

DEFINITION

Under general direction, plans, organizes, and directs operations and activities supporting the infrastructure, equipment, and technical processes for Office's enterprise financial system (ERP) and data systems including, but not limited to the California Longitudinal Pupil Achievement Data System (CALPADS), and student information system; coordinates with program management, business services management and school district staff to ensure timely submission of all local, state and federal reports including financial and tax reports, ADA reports, CALPADS submission, and other mandated reports; establishes and implements procedures; supervises, directs work, and evaluates the performance of the Enterprise Systems and Applications Support teams; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct supervision over professional and technical staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating operations and activities supporting Office's ERP and data systems. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, long- and short-term service delivery planning, and ensuring compliance with regulatory requirements, including mandatory reporting. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of staff responsible for programming, development, operation, analysis, maintenance and repair of the Office's (ERP) system and student information database applications and related hardware, software and peripherals and for support of collection, data entry and reporting of all data for student programs.
- Participates in the development and implementation of information technology goals, objectives, policies, and priorities; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Participates in the selection of, trains, motivates, and evaluates assigned staff; works with employees to correct deficiencies; recommends discipline to the Chief Technology Officer.
- Plans, organizes, and directs the collection, data entry and reporting of all student data for Office

Special Education, Court and Community student programs; establishes and maintains reporting timelines, deadlines and priorities; ensures all submissions comply with established standards, requirements, laws, codes, regulations, policies and procedures.

- Directs the development, documentation and implementation of data governance and data quality standards, processes and procedures for use by all Office staff responsible for data entry, processing and reporting; develops, documents, implements, and conducts training for all staff involved with the collection, entry and reporting of data for Office student programs.
- Directs ERP technical operations involved in processing, generating and printing checks, reports, documents, and various other materials; oversees the inputting, updating and formatting of related data; directs activities to assure accuracy and completeness of printing jobs; monitors data entry, processing and reporting provided by Office staff and third-party vendors to assure compliance with established standards, requirements and contract specifications; creates and reviews documentation and ensures data quality standards are being met.
- Designs, develops, implements, and tracks technology projects and systems; estimates and ensures adequate time, staff and resources required for projects; calculates and prepares cost estimates; monitors progress of projects; inspects completed projects for accuracy, completeness and compliance with established specifications and requirements.
- Collaborates with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions; receive and respond to staff input concerning technology needs.
- Provides consultation and technical assistance to contractors, personnel, administrators, outside agencies and others concerning data and data governance best practices; responds to inquiries and provide detailed and technical information concerning related standards, requirements, reports, issues, resources, plans, principles, practices, laws, codes, regulations, policies and procedures.
- Coordinates communications, services and information sharing between Office divisions, parents, outside agencies, and the public; establishes and maintains partnerships that facilitate and enhance support for continuous quality improvement of financial and student data collection, entry and reporting services provided by Office.
- Provides technical information and assistance to the Chief Technology Officer in the formulation and development of policies, procedures and programs; advises the Chief Technology Officer of unusual trends or problems and recommend appropriate corrective action.
- Directs and participates in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.
- Participates in building and implementing ITS strategic plans; assists in the development of ITS's budget.
- Stays abreast of current trends and developments in information technology, ERPs, and data systems by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Ensures staff observe and comply with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science, business administration, or a related field; and

- Seven (7) years of increasingly responsible experience managing programming, development, database operations, analysis, repair, systems development, support operations, or maintenance of computer systems.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.
- Possession of Chief Technology Officer or Certified Educational Technology Leader certification.

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices and methods of database structures, computer programming and system design, on-line applications and system capabilities of technology systems.
- Principles, practices, procedures and techniques involved in the collection, entry and reporting of student data; data gathering tools, data governance and stewardship processes and procedures.
- Data aggregation, formatting and reporting techniques; data management systems and student information systems commonly used in California such as California Longitudinal Pupil Achievement Data System (CALPADS).
- Practices and procedures involved in the preparation, development and negotiation of contracts.
- Customer service and Helpdesk standards, practices, techniques and procedures.
- Principles and practices of project management.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated Office computer systems, databases, hardware, software and peripherals.

- Coordinate projects, personnel, systems maintenance, data processing and communications to meet Office needs.
- Serve as a technical liaison to Office personnel, school districts, the Department of Education and other outside agencies as needed.
- Direct the review, analysis and modification of existing systems and programs; coordinate the design, development, upgrading and implementation of new system applications.
- Supervise and evaluate the performance of third-party vendors.
- Prepare clear and concise technical documentation, information technology procedures, staff reports, and other written materials.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.