



SJCOE
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Job Description

POSITION TITLE:	Director I, Cloud & Enterprise Services Enterprise Services Information Technology Business Services	#6349
SALARY PLACEMENT:	Senior Management Salary Schedule Range 1	

SUMMARY OF POSITION:

Under general direction of the Division Director of Information Technology, the Director of Cloud and Enterprise Services is responsible for leading the strategic planning, implementation, and management of enterprise IT systems and cloud-based services across the organization. This role ensures secure, scalable, and efficient technology solutions that support educational and administrative operations. The director will oversee infrastructure modernization, cloud migration, vendor management, and service delivery while aligning technology initiatives with organizational goals. Develops and executes a comprehensive enterprise and cloud services strategy. Aligns cloud and enterprise systems with organizational goals, compliance requirements, and user needs. Leads digital transformation initiatives, including cloud adoption and legacy system modernization. Develops concepts, designs, and deploys new innovative systems and services. Researches and evaluates new technologies, trends, and best practices. Conduct presentations, demonstrations; conduct market analysis and develop 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 Higher Ed 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. Five years of increasingly responsible experience with information systems in a large-scale information technology environment. Proven experience with cloud platforms. Strong understanding of enterprise architecture and data governance.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Experience with cloud and enterprise services, implementation, 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 creating and managing a Windows Server infrastructure including virtual clusters, Active Directory, DNS, and DHCP. Previous experience supervising, leading, and evaluating staff. Experience with educational administrative systems. Experience in a public education environment.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- 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 smartphones and tablets; modern computer techniques, methodologies, principles, and practices
- current industry trends and technological advancements within the computing field

- California K-12 specific requirements, including but not limited to California Ed Code, SOPIPA and Public Records Act; familiarity with a wide range of federal requirements, including but not limited to COPPA, CIPA, FERPA, PPRA, HIPAA
- principles and methods of system administration and networking, capabilities and limitations of Windows and Windows Server operating systems, Active Directory, email, virtualized servers, virus protection, documentation concepts and clear written and oral communications

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
- operate a variety of standard office equipment including computing devices, printers, copiers
- work independently; communicate effectively in written and oral form
- operate and have a sound technical understanding of a wide variety of computing systems, operations, hardware, and software
- flexible and receptive to change
- 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

Posses:

- leadership skills in planning, setting agendas and coordinating/conducting meetings/training
- 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 I represents Range I 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 developments, committees, trainings, workshops, and/or conferences 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. Provide training and support to a diverse customer base in the proper installation and maintenance of network hardware and 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, networking practices, equipment, and trends.
16. Collaborate with cybersecurity teams to ensure that cloud and enterprise systems meet security standards.
17. 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.

18. Analyze existing or proposed projects and requests to determine the feasibility for technical adaptation; prepares project proposals and quote requests and provides research and implementation documentation on project implementation.
19. Create clear and concise technical documentation on Enterprise level systems and procedures, coordinate testing and evaluation of vendor software and hardware.
20. 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.
21. Direct the management of core enterprise applications.
22. Promote user adoption and training for cloud and enterprise tools.
23. Assist the Division Director of Information Technology in the preparation of strategic plans/processes and may participate in presentations to the Data Processing Joint Powers Agreement (DPJPA) Board.
24. Assist the Division Director of Information Technology in the budgeting process.
25. Create, recommend, and update standards and department policies and procedures.
26. Respond to a rapidly changing technical environment and the requirements of customers.
27. 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.
28. 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 workstation, 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 25 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, and scheduled vacations or to meet installation deadlines. Requires travel within San Joaquin County and occasionally elsewhere within California.

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