



**SJCOE**  
EDUCATE • INNOVATE • INSPIRE

## Job Description

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**POSITION TITLE:** Director III, Application Services #6351  
Information Technology  
Business Services

**SALARY PLACEMENT:** Administrative Council Salary Schedule  
Range 1

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### **SUMMARY OF POSITION:**

Under the general direction of the Division Director of Information Technology, independently performs server and database administration, system analysis, design, implementation, maintenance, and troubleshooting, gather and collect information, analyze, document, and report on findings, impact, and potential solutions for core business services such as Finance, Payroll, Human Resources, and Document Management Systems; provide advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network. Assumes Division Director responsibilities during the Division Directors absence.

Develops concepts, designs, and deploys new innovative systems and services. Researches and evaluates new technologies, trends, and best practices. Writes and prepares elaborate proposals and scopes of work. Participates in contract negotiations. Prepares and formulates cost analysis, quotes, and timelines/milestones to customers. Conducts presentations, demonstrations; conducts market analysis and develops 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 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.

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

Five years of increasingly responsible experience with information systems in a large-scale information technology environment including network and computing devices, large SQL databases, virtualized servers, maintenance, and troubleshooting. Experience in budget development and oversight.

Experience providing advanced technical and project support for a large and diverse user environment within a large, multi-campus, heterogeneous network; Experience in leading large enterprise payroll and finance systems, application development teams. Possess a deep and broad understanding of technology from programming, databases, system administration, system programming, and system architecture. Experience in project management, hardware, and data center administration Ability to write and prepare elaborate proposals, contracts, and scopes of work. Previous experience supervising, leading, and evaluating staff. Experience with educational administrative systems. Experience in a public education environment.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- system design and management, including, but not limited to requirements gathering, scope analysis, cost analysis, developing milestones, timelines, system documentation, testing, implementation, training, and support

- System Development Life Cycle (SDLC). Knowledge of large data-driven web and software application
- large data-driven web and software application
- principles and methods of system administration and networking, capabilities, and limitations of Windows and Windows Server operating systems including Active Directory, email, virtualized servers, virus protection, core business services such as Finance, Payroll, Human Resources and Document Management Systems
- documentation concepts and clear written and oral communications
- large Enterprise information systems including Finance, Payroll, and Human Resources systems
- a wide range of California K-12 specific requirements, including but not limited to PERS, STRS, SACS and the Healthy Families Act; familiarity with a wide range of federal requirements, including but not limited to W2s, 1099s, and 1095Cs
- current industry trends and technological advancements within the computing field

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
- work independently
- operate a variety of standard office equipment including computing devices, printers, copiers
- flexible and receptive to change

Posses:

- leadership skills in planning, setting agendas and coordinating/conducting meetings/trainings
- 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 office productivity suites 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
- 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 III represents Range I of the Administrative Council 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 development, committees, trainings, workshops, and/or conferences in order to present material 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 interprets 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 adopts 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. Oversee and manage budgets.
12. Prepare reports as needed.
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 computing hardware/software systems along with policies and procedures related to technology.
15. Maintain an advanced level of technical knowledge and skills involving computing and software
16. architecture, implementation, and troubleshooting.
17. Research, test, recommend, implement, and maintain new products, technologies, as well as trends that will enhance/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; prepare project proposals, provide research and implementation documentation on project implementation.
19. Create clear and concise technical documentation on enterprise level systems and procedures; coordinates testing and evaluation of vendor software. Document all phases of the analysis, design, programming, implementation, and maintenance of programming projects.
20. Gather system 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.
21. Create programs utilizing current departmental programming techniques and standards, codes and debugs programs, coordinates testing and data conversion.
22. Support large enterprise information systems including core business services such as Finance, Payroll, Human Resources and Document Management Systems.
23. Make recommendations to SJCOE managers regarding the integrity of systems or system modifications for release.
24. Oversee system release processes, including the organization and distribution of release notes and system change notifications for end users.
25. Responsible for the tracking, scheduling, and prioritization of system software for modifications and problem resolution.
26. 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.
27. 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.
28. Assists the Division Director of Information Technology in the budgeting process and monitors the fiscal-related data of the Systems and Database area.
29. All other duties as assigned.

#### **ESSENTIAL LEADERSHIP QUALITIES:**

1. Is committed to continuous personal and professional development. Values and promotes educational and professional learning opportunities for others.
2. Embraces challenges, learns from feedback, and encourages innovative thinking and risk-taking. Advocates for continuous improvement in processes, products, and services.
3. Inspires others. Leads with empathy and understanding, recognizes the human aspect of leadership, and actively seeks, recognizes, and incorporates diverse perspectives.
4. Commits to the highest personal and professional standards for oneself and others, ensuring accountability at all levels.
5. Actively listens to the needs and concerns of others, engages with genuine curiosity. Effectively guides discussions and group activities, ensuring productive outcomes. Actively works to empower others. Maintains confidentiality.
6. Communicates openly, effectively, and honestly both orally and in writing, fostering trust and motivation toward common goals. Ensures clear, precise, timely communication, particularly in goals, expectations, and feedback.
7. Analyzes situations accurately. Implements strategies that achieve goals, aligning team efforts with organizational values.

8. Builds a strong team culture, working effectively across departments to foster teamwork and mutual success.
9. Skillfully navigates change with confidence and composure.
10. Shows willingness to admit mistakes, share challenges faced and consistently demonstrates strong ethical values.
11. The ability to see that multiple perspectives and alternatives can coexist harmoniously rather than in conflict with one another. The ability to seek and explore a third alternative in which multiple perspectives come together.

**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 a 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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