



SJCOE
EDUCATE • INNOVATE • INSPIRE

Job Description

POSITION TITLE:	Coordinator IV, Application Services/Software Engineer Information Technology Business Services	#6355
SALARY PLACEMENT:	Management Salary Schedule Range 14	

SUMMARY OF POSITION:

Under the general direction of the Director of Applications, independently performs system analysis, design, programming, documentation, task implementation, and program maintenance of considerable difficulty in a 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. Assumes the responsibilities of the Director of Applications in his or her absence. Does related work as required.

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 increasingly responsible experience in information systems in a large-scale information technology environment with five years of programming, three years of experience in data mining/analysis, including conducting large-scale data analyses in a K-12 environment; three years as a project leader, excellent analytical and writing skills. Experience using Windows computer systems, Microsoft SQL databases, and transact-SQL. Experience and knowledge of Visual Studio .NET, HTML5, API development and system integration, information dashboards, Student Information Systems, Laserfiche, and core business services such as Financial, Payroll and Human Resources.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- a wide range of California K-12 specific requirements, including but not limited to PERS, STRS, Healthy Families Act (HFA), and SACS; familiarity with a wide range of federal requirements, including but not limited to W2s, 1099s, Affordable Care Act (ACA), HIPAA, SOPIPA, and COPPA
- principles and methods of systems analysis for data processing applications; capabilities and limitations of Windows Server operating systems and SQL Server; utilization of Macintosh and Windows personal computing systems, Transact-SQL programming; systems diagramming; efficient coding techniques; preparing thorough test data
- program debugging and documentation concepts; web and object-oriented programming techniques
- network 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
- establish and maintain effective working relationships with others in a large and diverse user environment
- be flexible and receptive to change
- operate and have a sound 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 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
- maintain and actively pursue knowledge of current industry trends and technological advancements within the computing field

Possess:

- leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings
- 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 Coordinator series represents advanced management positions and has four 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, staff development, 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. 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.
15. Maintain an advanced level of technical knowledge and skills involving computing and software architecture, implementation and troubleshooting, networking practices, equipment, and trends.
16. Design, implement, secure, and maintain data architecture strategies around the enterprise data warehouse and the use of management and business intelligence tools, prepares system and data flow diagrams, and translates problem statements into programming definitions.
17. Drive the collection of new data and refine existing data sources to ensure a robust and comprehensive data set on which to base findings and recommendations.

18. Plan, evaluate, coordinate, and configure the integration of technological systems. Ensure systems are working together efficiently among internal departments and with external networks.
19. Create clear and concise technical documentation on Enterprise level systems and procedures, coordinate testing and evaluation of vendor software and hardware. Documents all phases of the analysis, design, programming, implementation, and maintenance of programming projects.
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. Create comprehensive test plans to ensure deployed systems will meet end user requirements and conduct regular testing of systems and proposed system changes against test plans and specific tests of new features or functionality.
22. Document and provide test results to the SJCOE administrative support team, including instructions for reproducing failed tests.
23. Make recommendations to SJCOE managers regarding the fitness of systems or system modifications for release.
24. Assist the Director of Applications in the system release process, including the organization and distribution of release notes and system change notifications for end users.
25. Create, recommend and updates 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 a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Speak, hear, and understand speech at normal levels and on the telephone.
5. Stand, walk, and bend over, reach overhead, grasp, push 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 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.