



Job Description

POSITION TITLE:	Director III – Portfolio Management and Delivery Services CodeStack Professional Learning and Support	JD#6317
SALARY PLACEMENT:	Administrative Council Salary Schedule Range 01	

SUMMARY OF POSITION:

Under the direction of the CodeStack Portfolio Management and Delivery Services Division Director, the Director III – Portfolio Management and Delivery Services plays a pivotal role in ensuring that CodeStack delivers high- quality products or services while providing excellent customer support. Supervising, leading, evaluating, and conducting professional development for all department staff.

Writes and prepares complex proposals, contracts and scopes of work. Participate in contract negotiations. Develop concepts, design, and deploy innovative systems and services. Lead cross functional coordination between engineering, infrastructure, project management, customer support and external stakeholders. Provide executive-level leadership for customer satisfaction, operational effectiveness, and organizational service delivery.

Creating and implementing strategies for testing the internal working of various software systems. Designing test plans and coordinating execution of tests to ensure functionality and reliability of software components. Selecting and implementing appropriate tools, frameworks, and methodologies for testing. Defining and tracking quality metrics to measure effectiveness of testing efforts, and reporting findings and recommendations. Driving continuous improvement initiatives to optimize testing processes, enhance code quality and improve overall software reliability. Ensure adherence to best practices in software quality assurance. Provides guidance and support to quality assurance, project management and support teams. Assume Division Director responsibilities during the Division Director's absence.

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Possess a bachelor's degree with a concentration in computer-related technology or ten years of increasingly responsible experience with management information systems with a concentration on quality assurance and five years of project management in a large-scale information technology environment.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING, AND EXPERIENCE:

Possess a master's degree or higher with a concentration in computer-related technology. Possess a broad understanding of technology from programming and databases to quality assurance and project management. Project Management Professional (PMP) certification. Previous work experience in contract negotiations, event management and developing departmental policies and procedures.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- quality assurance practices
- assigned software
- testing techniques such as unit testing, integration testing, and system testing
- system design and management including requirements gathering, scope analysis, cost analysis, milestones, implementation, training and support

- project and event management
- contract negotiations
- budget development and fiscal oversight

Ability to:

- create, implement departmental and organizational policies and procedures
- build, lead, evaluate, and develop high-performing teams through effective supervision, mentorship, professional development, and organizational leadership
- design and oversee testing strategies to identify defects and ensure software quality and reliability
- write, prepare, and negotiate proposals, contracts, scopes of work, cost analyses, project timelines, operational forecasts, and vendor/customer agreements
- analyze complex operational and technical issues, identify root causes, and implement effective organizational solutions
- exercise sound independent judgment
- adapt to changing organizational and program needs
- direct cross-functional teams in support of organizational priorities

Possess:

- leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings
- effective communication skills
- strong project and portfolio management skills
- experience leading organizational initiatives with statewide impact
- 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 the following:

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 various meetings, staff development, committees, trainings, workshops, and/or conferences to present material and information about 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. Develop and implement QA strategies and policies to ensure products and services meet quality standards and requirements.
14. Establish quality metrics, track performance against these metrics and provide regular reports to senior management on QA activities and outcomes.
15. Oversee the development and implementation of testing strategies, including both manual and automated testing approaches.
16. Establish and maintain rigorous quality control processes to detect defects and ensure software reliability.
17. Establish feedback process to capture lessons learned.

18. Lead continuous improvement initiatives across quality assurance, operational support services, and organizational processes through the adoption of best practices, technologies, performance metrics, and scalable service delivery models.
19. Oversee customer support operations and service quality initiatives, including customer issue resolution, feedback analysis, service improvement strategies, and maintenance of high customer satisfaction standards.
20. Oversee the quality assurance, project management and support staff.
21. Develop contingency plans to address quality or support related issues.
22. Meet with key stakeholders regarding contracts, strategic partnerships, organizational initiatives, and project deliverables to ensure alignment, accountability, and successful outcomes.
23. Develop concepts, designs, and deploy innovative systems and services aligned with organizational objectives.
24. Participate in contract negotiations, scope development, and customer engagement activities.
25. Prepare and formulate cost analysis, customer quotes, project timelines, and milestone deliverables.
26. Oversee department-wide operational activities and service delivery functions.
27. Conduct presentations, demonstrations, workshops, and executive briefings regarding CodeStack products, services, and initiatives.
28. Provide strategic oversight for systems, operational processes, and support services impacting organizational programs and customers.
29. Conduct corrective action planning and intervention for projects, operational issues, or service delivery concerns that impact organizational outcomes.
30. Collaborate with engineering, infrastructure, project management, customer support, and leadership teams to ensure organizational alignment and successful delivery of services.
31. Maintain full knowledge of department budgets and assist with fiscal planning, monitoring, and operational resource allocation.
32. Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
33. Meet with key stakeholders for existing projects to make sure all milestones and deliverables are met.
34. Maintain high customer satisfaction by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.
35. 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/or outdoors in an educational and standard office environment. Employees may come in direct contact with students, parents, SJCOE and school district staff, outside agency staff, and the public.

7/29/2026 draft sc