



## Job Description

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| <b>POSITION TITLE:</b>   | <b>Program Manager I – System Management &amp; Support<br/>CodeStack<br/>Professional Learning and Support</b> | <b>#6019</b> |
| <b>SALARY PLACEMENT:</b> | <b>Management Salary Schedule<br/>Range 8</b>                                                                  |              |

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### **MINIMUM QUALIFICATIONS - EDUCATION AND/OR TRAINING, AND EXPERIENCE:**

Possess a Bachelor of Arts/Science Degree in Computer-related Technology and/or Business Administration; or equivalent experience in web-based computer applications management and support.

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

Three years of experience in project management. Two years of experience managing staff. Knowledge of word processing, graphics, and desktop publishing software. Previous call center experience. Experience with training groups and individuals, both in-person and using remote technologies. Prior work experience with System Development Life Cycle (SDLC), customer service, system testing, and quality assurance

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

Ability to manage support staff and programmer workloads, and to lead, supervise, and evaluate staff. Possess leadership skills in planning, setting agendas, and coordinating/conducting meetings/trainings. Ability to follow policies and procedures. Ability to operate a computer/mobile devices and knowledge of assigned software. Possess knowledge of various computer platforms and the related operating systems (Windows, Mac OS, Chrome OS, Android, iOS, etc.). Ability to operate and troubleshoot various web browsers (Chrome, Firefox, Edge, and Internet Explorer). Possess knowledge of product development. Possess knowledge of database-driven web-applications.

### **CREDENTIALS AND/OR UNIQUE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of Microsoft Team Foundation/VSTS, Microsoft SQL Server. Knowledge of web-based data exchange methodologies (web services, API, SFTP, and SSIS, among others). Possess knowledge of modern computer techniques, methodologies, principals, and practices. Knowledge of California education system. Basic understanding of the CA Ed Code and how it applies to web-based applications. Possess a valid California driver's license and proof of liability insurance coverage in the minimum amount required by SJCOE policy.

### **DISTINGUISHING CHARACTERISTICS:**

The Program Manager series represents advanced management positions and has three levels.

### **SUMMARY OF POSITION:**

Under the general direction of the CodeStack Director, create and maintain professional development strategy for team members, perform system management (including, but not limited to: gathering requirements, analysis of scope and analysis, development of roadmaps, timelines, and milestones, system testing, and creation of system documentation), and maintaining customer relationships.

**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. Analyze existing or proposed web-based projects to determine their feasibility; may prepare cost estimates for these proposed projects and/or scope analysis reports.
14. Design web-based systems; detailing procedures to be followed by users; revises and creates departmental forms for data processing applications or manual procedures; prepares system and data flow diagrams; translates problem statements into programming definitions.
15. Develop milestones, timelines, and assign tasks to project/system team.
16. Conduct thorough testing of proposed project components/functions.
17. Document all phases of the analysis, design, programming, implementation, and maintenance of web-based projects.
18. Assist in the research of new web-based products and services.
19. Schedule, coordinate and review work of the staff assigned to the project: trains other staff members as required.
20. Perform other related duties as assigned.

**PHYSICAL REQUIREMENTS:**

Employees in this position must have the ability to:

1. Sit for extended periods of time.
2. Enter data into a computer terminal/typewriter, operate standard office equipment, and use a telephone.
3. See and read a computer screen and printed matter with or without vision aids.
4. Hear and understand speech at normal levels and on the telephone.
5. Speak so that others may understand at normal levels 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 in a standard office environment; to work outside of normal workdays and office hours to meet installation deadlines; and come in direct contact with SJCOE staff, district office staff, and the public.