SAN MATEO COUNTY OFFICE OF EDUCATION

April 2024
FLSA: Exempt

COORDINATOR, SYSTEMS INTEGRATION

DEFINITION

Under general direction, plans, coordinates, and manages information technology services projects in support of modernization of the Office's business processes through the entire project lifecycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out; develops and delivers training related to Integrated Technology Services (ITS) initiatives and serves as the technical expert for the Office's main productivity software tools and other administrative software; coordinates with program managers to ensure successful execution and diffusion of cross-departmental projects; assists the Office with project management as assigned and employs strategic foresight for creative problem-solving using the most up to date technologies available; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an advanced journey-level classification responsible for oversight of complex information technology projects in support of modernization of the Office's business processes. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to oversee projects through the entire project lifecycle and serve as technical advisor, liaison, and project lead. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, leads, and manages projects or systems as assigned; determines and defines clear deliverables, and roles for team members required for specific projects or initiatives; analyzes, plans, and develops requirements and standards for technical projects; hosts technical project/ team meetings to determine progress and address any questions or challenges.
- Acts as a collaborator with internal departments to introduce new administrative applications and processes and ensure smooth and efficient implementation; assists users in preparing for migration to new versions of vendor software; assists users in transitioning from legacy administrative applications to Office-adopted administrative applications.
- Confers with vendor representatives, Office program managers, and district users concerning administrative system specifications, installations, data preservation, and application integration from third-party software.

- Participates in the review and testing of new and revised administrative applications and coordinates dissemination of information from vendor(s) concerning software changes and additions.
- Develops and coordinates training opportunities for administrative systems end-users; works with software vendors to prepare instructional presentation materials, such as guides on frequently asked questions and other user support materials to reinforce training and increase user productivity; trains and oversees the work of support and vendor staff.
- Coordinates digitization of paper files; documents and implements governance processes and methods to be used by staff; ensures data is managed uniformly and accurately; plans and executes periodic auditing of file servers; oversees the installation of file retention software and hardware to ensure administrative data systems are integrated effectively; arranges contracts with third-party vendors to provide system maintenance and records storage or destruction as applicable.
- Monitors productivity administrative software activities; develops policies, guidelines, and standards to ensure systems are utilized and supported effectively.
- Troubleshoots and resolve administrative system problems; serves as a subject matter expert for all Office administrative applications; provides consultation, training, and technical support for Office administrative software or applications, including recommendations for replacing disparate or antiquated applications.
- Participates in building and implementing ITS strategic plans; assists in the development of ITS's budget.
- Stays abreast of current trends and developments in automated business and administrative systems by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology administration, communications, business, or related field.

- Five (5) years of increasingly responsible experience working with automated business applications, database management, software integration, and/or oversight of professional development trainings.

Licenses and Certifications:

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

Knowledge of:

- Principles of providing functional direction and training.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Project budget development and contract administration principles and techniques.
- Principles and practices used in adapting information systems to business needs and communicating

those needs to information systems professionals and vendors.
- Database management and operational best practices.
- Cybersecurity, disaster recovery and business continuity best practices.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- SMCOE and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Lead design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement.
- Facilitate project team meetings, cross-functional communication and decision making,
- Coordinate and plan applications development, enhancement and maintenance projects.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Implement comprehensive computer operations-related projects and training programs.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.