

## **SAN MATEO COUNTY OFFICE OF EDUCATION**

### **CLASS TITLE: IT PROJECT/OPERATIONS ANALYST**

#### **BASIC FUNCTION:**

Under the direction of the IT Administrator, perform a variety of technical duties involved in tracking and organizing the operations and project activities related to IT functions; provide consultation to IT managers and staff concerning deadlines, and deliverables; oversee all IT procurement activities; perform internal auditing of IT processes and procedures; assist in the creation of IT operational processes and procedures; maintain all IT documents and records; create and coordinate all IT mass communications to internal and external stakeholders.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Perform consultation to IT department managers regarding project management; perform analytical and implementation duties in a variety of Information Technology (IT) functional areas; organize, coordinate and track all IT operational activities, projects and processes.

Produce weekly, monthly, annual and ad-hoc IT metrics reports including HelpDesk reports, contract expiration and renewal reports, data circuit audit reports, asset reports, equipment replacement reports, and procurement timeline reports.

Provide consultation to department/division managers regarding IT process/procedures; draft, finalize, index, maintain and disseminate technology procedural documents, policies, forms, technical drawings, publications and non-confidential correspondence; maintain IT Disaster Recovery and Business Continuity documentation.

Schedule all IT-sponsored meetings, events and conferences; maintain the central IT calendar and other calendars as assigned; coordinate arrangements for all off-site IT activities as directed.

Analyze, recommend and implement improvements to support project management and operational processes and procedures.

Receive, asset tag, record and input inventory information for all trackable technology assets, including all hardware, software, circuits, audio/visual equipment, subscriptions and services.

Assist IT management in the tracking of all project-based activities through the life cycle of the project, including scope, objectives, resources, schedule, dependencies, benchmarks and deliverables.

Audits invoices, expenditures and deliverables to monitor vendor performance and adherence to quote / contract terms.

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Coordinate on-boarding and off-boarding activities with HR, Personnel, Facilities and SMCOE supervising managers.

Track IT budget; assist in IT budget development and IT end-of-year budget processes.

Track IT leave accruals; ensure time sheets, overtime sheets, mileage forms, expense reports and other personnel-related documents are processed in a timely manner.

Process purchase requisitions and change orders; ensure all requisitions and orders are forwarded with the appropriate documentation; track purchase requisitions and change orders to completion; ensure all purchasing documentation is appropriately indexed and filed; maintain auditable records.

Provide consultation to department/division managers regarding procurement/IT related items; facilitates resolutions to concerns involving warranty issues, equipment defects and returns and exchanges of technology equipment.

Operate a variety of office equipment including a computer, telephone, multifunction device, other hardware and all assigned software.

Communicate with personnel and outside agencies to exchange information and resolve issues or concerns.

Coordinate all bulk IT electronic and hard-copy mail distribution as directed.

Initiate invoicing for all technology fee-based services.

Index and maintain all hardcopy and electronic IT files both on-premises and in cloud services.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

IT operations, policies, procedures and objectives, including basic understanding of IT governance frameworks and the use of IT metrics

Applicable laws, codes, regulations, policies and procedures

Record-keeping and filing techniques (hard-copy and digital)

Advanced business writing skills, including drafting, editing, proofreading, formatting and finalizing documents

Correct English usage, grammar, spelling, punctuation and vocabulary

Interpersonal skills using tact, patience and courtesy

Advanced knowledge of Microsoft products, including Word, Excel, PowerPoint, Publisher, Visio, etc.

Proficient with Google's G-suite products, including Docs, Sheets, Slides, Sites, Drive, Forms, Groups, etc.

Experience with project management software (i.e. Microsoft Project, Smartsheet, Asana, BaseCamp, Slack, etc.)

Experience with helpdesk ticketing systems

Experience with inventory systems

Experience with email systems and with email dissemination tools (i.e. MailChimp, Constant Contact, Freshmail, AWeber, etc.)

Experience with database software applications (i.e. Microsoft Access, Filemaker Pro, etc.)

Experience with miscellaneous business productivity tools (Doodle, web conferencing tools, SurveyMonkey, etc.)

Publication editing, design and dissemination (hardcopy and digital) for all Technology Services-generated publications, including training materials

Experience with basic CMS products to maintain content on websites

Methods of researching, organizing, analyzing and synthesizing numerical and written information

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**ABILITY TO:**

Actively listen to the needs of clients and collaborate in working with others internally and externally; clearly present information through oral presentation in one-on-one and small group settings; write clearly and effectively for a wide variety of readers.

Work effectively and respectfully with individuals from a wide range of backgrounds and occupations while building credibility and rapport.

Identify problems, review information sources, develop and evaluate opinions and implement solutions.

Organize tasks and develop action plans leading to specific goals; work independently; meet schedules and deadlines.

Understand applicable laws, codes, rules, regulations, policies and procedures.

Complete work with many interruptions.

Understand basic technology concepts; technical aptitude to allow for the learning of how to use new applications and programs in carrying out job responsibilities; ability to engage in conversation with technical and non-technical staff members regarding basic technology issues.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to:

- Bachelor's degree or equivalent from an accredited college or university in computer science, business administration, public policy or related field applicable to the position;
- Minimum of two (2) years of related experience

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment. Constant interruptions.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person or on the telephone. Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending the waist, kneeling or crouching to file and retrieve materials.

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