

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: CHIEF TECHNOLOGY OFFICER

BASIC FUNCTION:

Under the direction of the Associate Superintendent, Fiscal & Operational Services, plan, organize, control and direct Information Technology Services operations and activities including the planning, development, design, installation, operation, analysis, maintenance and repair of computer systems and related hardware, software, networks, databases and applications; coordinate and direct projects, personnel, communications, support services and information to meet County Office and school district information technology needs and assure smooth and efficient Department activities; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize, control and direct Information Technology Services operations and activities including the planning, development, design, installation, operation, analysis, maintenance and repair of computer systems and related hardware, software, networks, databases and applications; assure optimal allocation of technology systems, resources and personnel; assure related activities comply with established standards, requirements, laws, codes, rules, regulations, policies and procedures.

Coordinate and direct projects, personnel, communications, support services and information to meet County Office and school district information technology needs and assure smooth and efficient Department activities; establish and maintain Department time lines and priorities; direct the development and implementation of technology projects, plans, strategies, infrastructure, systems, programs, services, goals and objectives.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures; assure employee understanding of established requirements.

Review, analyze and identify County Office and school district technological needs including system and equipment acquisition and replacement requirements; direct and participate in the design, development and implementation of technology projects and systems; monitor progress of projects; inspect completed projects for accuracy, completeness and compliance with established specifications and requirements.

Plan, organize, control and direct the design, set-up, development and modification of computer, telecommunication and network systems, County Office web pages, hardware, software, databases and applications; assure proper investigation, troubleshooting, diagnosis and repair of computer system, hardware, software, network, web site and telecommunication system malfunctions.

Monitor, analyze, identify and adjust activities and systems in response to the technological needs of the County Office and local school districts; provide leadership in strategic short and long-range

planning, implementation and enhancement of academic and administrative computing, networking and user support in response to the needs of the County Office and local school districts.

Assure adequate resources and personnel to meet County Office and local school district computer system and technology needs; initiate personnel transactions as appropriate; estimate time, staff and resource requirements for Department-wide operations and projects; calculate and prepare cost estimates; coordinate and direct related procurement and purchasing functions; develop and negotiate contracts and agreements with vendors.

Plan, organize, control and direct County Office technology functions to facilitate and enhance the collection, management, manipulation, reporting and distribution of computerized data used for analysis; direct the programming, coding, design, development, upgrading, testing, debugging and implementation of new and existing systems, software, databases and applications.

Monitor and analyze technology programs, systems, functions and activities for financial effectiveness and operational efficiency; respond to administrative input concerning Department needs; direct the development and implementation of policies, procedures and programs to enhance the financial effectiveness and operational efficiency of Information Technology Services.

Plan, organize, control and direct user support and related help desk functions for County Office and school district personnel; direct technical assistance services concerning the operation of computer systems, hardware and software; assure users are provided with appropriate technical information concerning related practices, techniques, procedures and malfunctions.

Direct the design, installation, operation, maintenance and repair of Local Area Networks (LAN's) and Wide Area Networks (WAN's) including internet, e-mail, intranet and various other network systems; assure proper installation of server, printing and work station hardware and software, and testing of applications to assure proper operation; direct network administration activities and assure proper network security and server maintenance.

Coordinate and direct Department activities, projects, communications and information between administrators, staff, vendors, service providers, contractors, technology users and various outside agencies; direct activities, personnel and projects to assure proper and timely resolution of technology issues, problems, malfunctions and conflicts.

Research, analyze and maintain current knowledge of new technologies to identify opportunities to enhance County Office and school district operations and meet technology needs; select hardware and software for purchase and provide recommendations concerning major technology purchases.

Develop and prepare the annual preliminary budget for the Information Technology Services department; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations; initiate and sign off on purchase requests as appropriate.

Maintain current knowledge of laws, codes, regulations, policies procedures and pending legislature related to educational technology; modify programs and services to assure compliance with standards and requirements as needed.

Direct the preparation and maintenance of a variety of narrative and statistical records, files and reports related to technology projects, plans, budgets, systems, financial activity, personnel and

assigned duties.

Provide technical information and assistance to the Associate Superintendent and other administrators regarding Department projects, activities, needs and issues; participate in the formulation and development of policies, procedures and programs.

Communicate with administrators, personnel and outside organizations to exchange information, coordinate activities and programs and resolve issues or concerns.

Operate a variety of computers, servers, peripherals and specialized software; drive a vehicle to conduct work.

Coordinate, attend and conduct a variety of meetings.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Planning, organization and direction of Information Technology Services operations and activities including the planning, development, design, installation, operation, analysis, maintenance and repair of computer systems and related hardware, software, networks, databases and applications.

Computer systems, hardware, software, databases and applications utilized by the County Office and local school districts.

Practices, procedures and techniques involved in the design, set-up, development and modification of computer, telecommunication and network systems, web sites, hardware, software and applications.

Principles, methods and procedures of operating computers, network systems and peripherals.

Computerized data collection, management, manipulation and distribution requirements for analysis and reporting functions.

Principles, practices and methods of database structures, computer programming and system design.

Technical aspects of researching, comparing and purchasing technology systems and equipment.

System utilities and design and program applications.

Principles and techniques of systems and network analysis.

County Office organization, operations, policies and objectives.

Policies and objectives of assigned programs and activities.

Applicable laws, codes, regulations, policies and procedures.

Principles and practices of administration, supervision and training.

Budget preparation and control.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Plan, organize, control and direct Information Technology Services operations and activities including the planning, development, design, installation, operation, analysis, maintenance and repair of computer systems and related hardware, software, networks, databases and applications.

Coordinate and direct projects, personnel, communications, support services and information to meet County Office and school district information technology needs.

Supervise and evaluate the performance of assigned personnel.
Direct the development and implementation of technology projects, plans, strategies, infrastructure, systems, programs, services, goals and objectives.
Coordinate and direct the programming, coding, design, development, upgrading, testing, debugging and implementation of new and existing systems, software, databases and applications.
Direct the design, set-up, development and modification of computer, telecommunication and network systems, web pages, hardware, software, databases and applications.
Monitor, analyze, identify and adjust activities and systems in response to technology needs.
Assure adequate resources and personnel to meet computer system and technology needs.
Communicate effectively both orally and in writing.
Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Work independently with little direction.
Plan and organize work.
Prepare comprehensive narrative and statistical reports.
Direct the maintenance of a variety of reports, records and files related to assigned activities.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: master's degree in computer science or related field and five years increasingly responsible experience in the development, design, operation, analysis, maintenance and repair of computer systems and related hardware, software, networks, databases and applications including two years in an administrative capacity.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting for extended periods of time.

Approved by Personnel Commission:

Revised: March 11, 2020
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San Mateo County Office of Education