

**SAN MATEO COUNTY OFFICE OF
EDUCATION**

CLASS TITLE: COORDINATOR, ENTERPRISE SYSTEMS SUPPORT

BASIC FUNCTION:

Under the direction of the Chief Technology Officer or assigned Director or Manager, plan, organize and coordinate operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals; coordinate projects and communications to meet County Office and school district technology needs.

ESSENTIAL DUTIES:

Plan, organize and coordinate operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals; assure related activities comply with established laws, codes, rules, regulations, policies and procedures.

Coordinate projects and communications to meet County Office and school district technology needs; assist in establishing and maintaining departmental timelines and priorities; develop and implement technology projects, services, goals, objectives, plans, strategies, systems and activities.

Coordinate the review, analysis and modification of existing systems and programs; coordinate the design, development, upgrading and implementation of new system applications.

Coordinate the installation, configuration, modification and operation of computer hardware, software, networks and peripherals; assure proper installation of hardware and software, and testing of applications to assure proper operation.

Oversee and participate in technical assistance services to provide users with information concerning the operation of computer systems, hardware, software, and related practices, requirements, procedures and malfunctions; coordinate help desk troubleshooting and solutions; assure proper and timely response to user needs.

Monitor inventory levels of computer supplies and equipment; order, receive and maintain adequate inventory levels of parts and supplies; contact vendors and contractors to discuss and obtain product, service and pricing information; research, analyze and recommend the purchase of computer hardware, software and technology services according to product quality and price effectiveness.

Develop and implement technology projects and systems; estimate and assure adequate time, staff and resources required for projects; calculate and prepare cost estimates; monitor progress of projects; inspect completed projects for accuracy, completeness and compliance with established specifications and requirements.

Coordinate functions involved in processing, generating and printing checks, reports, documents and various other materials; oversee the inputting, updating and formatting of related data; ensure accuracy and completeness of printing jobs.

Collaborate with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions; receive and respond to staff input concerning technology needs.

Provide technical information and assistance regarding technology activities, needs and issues; assist in the formulation and development of policies, procedures and programs.

Communicate with administrators, personnel, school district and outside organizations to exchange information, coordinate activities and resolve issues or concerns; oversee and participate in the preparation, distribution and response to technology-related correspondence.

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

Coordinate, attend and conduct a variety of meetings as required.

Attend and participate in various trainings as assigned

Thoroughly document all HelpDesk tickets in a timely manner to ensure there is sufficient information to communicate what the problem was, how it was remediated, and to suggest actions to prevent a similar issue (where appropriate).

Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community

Participate in building and implementing department and team's strategic plan.

Assist in the development of the Integrated Technology Services budget.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE OF:

Management of operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals.

Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.

Principles, practices and methods of database structures, computer programming and system design, database structures, on-line applications and system capabilities of technology systems.

Customer service and help desk standards, practices, techniques and procedures.

Policies and objectives of assigned programs and activities.

Applicable laws, codes, regulations, policies and procedures.

Basic IT Project Management principles.

Cyber security, disaster recovery and business continuity best practices

ABILITY TO:

Plan, organize and coordinate operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals.

Coordinate projects, personnel, help desk functions, data processing and communications to meet County Office and school district technology needs.

Assure proper investigation, troubleshooting, diagnosis and repair of system malfunctions. Coordinate the design, development, upgrading and implementation of new system applications. Review, analyze and modify existing systems and programs.

Manage user support functions concerning technology systems, applications and malfunctions. Coordinate the processing, generating and printing of checks, reports, documents and other materials. Communicate effectively both orally and in writing.

Interpret, apply and explain laws, codes, regulations, policies and procedures. Establish and maintain cooperative and effective working relationships with others. Operate a computer and assigned office equipment.

Work independently with little direction.

Plan and organize work.

Communicate effectively orally and in writing.

Establish, model, and maintain cooperative and effective working relationships with others.

Maintain various records related to work performed.

Understand and follow oral and written instructions.

Meet schedules and timelines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and five years of increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of computer systems. Masters' degree highly desirable but not required.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING 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.

Personnel Commission Approval:

October 12, 2022