

**SAN MATEO COUNTY OFFICE OF
EDUCATION**

CLASS TITLE: COORDINATOR, SYSTEMS INTEGRATION

BASIC FUNCTION:

Under the direction of the Chief Technology Officer or assigned Director or Manager, modernizes the technical tools and processes adopted by the SMCOE; manages implementation, integration, and content building through defining and executing project plans; assists with the assignment of appropriate resources; ensures adherence to project scope, takes actions to ensure deadlines are met, and communicates project status to key stakeholders; develops and delivers training related to ITS initiatives and serve as the technical expert for the SMCOE'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 Chief Technology Officer with project management as assigned and employs strategic foresight for creative problem-solving using the most up to date technologies available.

ESSENTIAL DUTIES:

Act as liaison among ITS and COE staff to assure smooth and efficient implementation of administrative systems

Participate in the review and testing of new and revised administrative applications and coordinate dissemination of information from vendor(s) concerning software changes and additions

Act as a collaborator with internal departments to introduce new administrative applications and processes.

Coordinate administrative system integration activities to ensure a smooth transition

Assist users of administrative systems in preparing for migration to new versions of vendor software

Confer with vendor representatives, County Office program managers, and district users concerning administrative system specifications, installations, data preservation, and application integration from third-party software.

Develop and coordinate training opportunities for administrative systems end-users

Work with software vendors of administrative systems to prepare instructional presentation materials, including guides on frequently asked questions and other user support materials to reinforce training and increase user productivity.

Monitor productivity administrative software activities; develop policies, guidelines, and standards to ensure systems are utilized and supported effectively

Troubleshoot and resolve administrative system integration problems; provide technical support on the use of administrative applications.

Transition users from disparate administrative applications to County Office-adopted administrative applications

Serve as the subject matter expert for all County Office-adopted administrative applications

Act as administrator for assigned County Office-adopted cloud storage and related administrative applications.

Develop a records retention policy for paper and digital files and communications through email or other platforms, including a standardized naming convention for use in a new file storage system.

Devise a system to digitize paper files; document and implement governance processes and methods to be used by staff; ensure data is managed uniformly and accurately; plan and execute periodic auditing of file servers.

Oversee the installation of file retention software and hardware to ensure administrative data systems are integrated effectively; arrange contracts with third-party vendors to provide system maintenance and records storage or destruction if applicable.

Train and oversee the work of support and vendor staff

Plan, lead, and manage projects or systems as assigned, including digital form creation and routing, digital badging, digital evaluations, and asset management systems.

Advise concerning all administrative system activities, needs, and requirements, including recommendations for replacing disparate or antiquated applications.

Analyze, plan, and develop requirements and standards for technical projects; host technical project/ team meetings to determine progress and address any questions or challenges;

Determine and define clear deliverables, and roles for team members required for specific projects or initiatives

Provide consultation, training, and technical assistance concerning any County Office-adopted administrative software or application.

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).

Attend and participate in trainings as assigned

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:

Database management and operational best practices for maximum exploitation of interoperability

Operation of all technologies which run SMCOE applications, including but not limited to PC and Mac computers, iOS mobile devices, and others

Large-scale accounting, budgeting, payroll, human resources, and student data management systems used in California public school districts and county offices.

Applicable laws, codes, regulations, policies, and procedures relevant to school business and student data management and reporting/retention requirements

Principles and practices of administration and training

Evidence-based data to prepare and propose compelling initiatives

Methods to achieve desired outcomes for self and others by setting goals and priorities that deliver results

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.

Cyber security, disaster recovery and business continuity best practices

Basic IT Project Management principles.

ABILITY TO:

Employ strategic foresight to propose novel projects and solutions to keep the technologies and tools of the SMCOE in alignment with current industry standards

Highly productive while working with significant autonomy; Excellent time management and organizational skills.

Research and analyze copious amounts of complex information to keep abreast of current technology and its applications within the SMCOE

Be an engaging public speaker to deliver professional development and promote ITS initiatives

Effective communication and customer service techniques both orally and in written form. Ability to deliver complex information in simple terminology while building collaborative relationships

Adapt ways of thinking and working in response to changing job requirements and legal mandates

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 of education and experience equivalent to: a bachelor's degree from an accredited college or university with major coursework in IT administration, communications, business, or related field. Five years of increasingly responsible direct experience working with automated business applications, database management, software integration, and/or oversight of professional development offerings. 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 read a variety of materials and view a computer monitor.
Sitting or standing for extended periods of time.

Personnel Commission Approval:

October 12, 2022