

**SAN MATEO COUNTY OFFICE OF
EDUCATION**

CLASS TITLE: DIRECTOR, INTEGRATED TECHNOLOGY SUPPORT

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, plan, organize, control and direct 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; plan, organize, control and direct the data collection, entry and reporting of all information for all County Office student programs; manage the infrastructure, equipment and technical processes supporting the enterprise financial/position control system used by the SMCOE and all of its districts and charter schools; coordinate with program management, business services management and staff to ensure timely submission of all local, state and federal reports including ADA reports, CALPADS submission, and other mandated reports as well as local ad-hoc reports upon request; supervise and evaluate the performance of assigned personnel.

ESSENTIAL DUTIES:

Plan, organize, control and direct 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 and direct the programming, development, modification and analysis of computer systems, databases and applications to meet technology needs, resolve data problems and provide for system enhancements; direct the review, analysis and modification of existing systems and programs; coordinate the design, development, upgrading and implementation of new system applications.

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.

Design, develop and implement and track 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.

Direct technical operational functions involved in processing, generating and printing checks, reports, documents and various other materials; oversee the inputting, updating and formatting of related data; direct activities to assure 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 to the Chief Technology Officer in the formulation and development of policies, procedures and programs; advise the Chief Technology Officer of unusual trends or problems and recommend appropriate corrective action.

Plan, organize, control and direct the collection, data entry and reporting of all data for students in County Office Special Education, Court and Community student programs.

Establish and maintain reporting timelines, deadlines and priorities; assure all submissions comply with established standards, requirements, laws, codes, regulations, policies and procedures.

Develop, document and implement data governance and data quality standards, processes and procedures for use by all County Office staff responsible for data entry, processing and reporting.

Coordinate and direct communications to meet County Office needs and assure smooth and efficient data governance and processing activities.

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.

Monitor data entry, processing and reporting provided by program and central office staff and third-party vendors to assure compliance with established standards, requirements and contract specifications; create and review documentation and assure data quality standards are being met.

Design program evaluation methodologies including questionnaires and interview protocols; prepare guidelines and protocols for conducting inquiries for SMCOE programs and appropriate stakeholders.

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

Coordinate communications, services and information sharing between the County Office divisions, parents, outside agencies, and the public; and establish and maintain partnerships that facilitate and enhance support for continuous quality improvement of financial and student data collection, entry and reporting services provided by the SMCOE.

Develop, document, implement and conduct training and staff development for all staff involved with the collection, entry and reporting of data for all County Office student programs; prepare and deliver oral presentations and explain related principles, theories, standards, guidelines, requirements, practices, procedures and techniques related to data governance and data stewardship.

Provide consultation and technical assistance to contractors, personnel, administrators, outside agencies and others concerning data and data governance best practices; respond to inquiries and provide detailed and technical information concerning related standards, requirements, reports, issues, resources, plans, principles, practices, laws, codes, regulations, policies and procedures.

Maintain current knowledge of effective methods, practices and standards related to federal, state and local requirements involving student data, student and family privacy, staff personal data, data governance; modify services to assure compliance with the evolution of best practices,

standards and requirements as needed.

Oversee the posting of various financial transactions and wire transfers on behalf of the County Superintendent.

Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work.

Coordinate, attend and conduct a variety of meetings; present materials and information concerning data, data governance and student information reporting best practices, issues, needs and activities; attend and participate in various committees, workshops and conferences.

Attend meetings and training conferences as required.

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

Assist the Chief Technology Officer in building and implementing department and team's strategic plan.

Assist in the development and the management 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, methods and procedures of operating computers, network systems and peripherals.

Principles, practices, procedures and techniques involved in the collection, entry and reporting of student data; data gathering tools, data governance and stewardship processes and procedures;

Data aggregation, formatting and reporting techniques; California Longitudinal Pupil Achievement Data System (CALPADS) as well as the data management and student information systems commonly used in California;

Local, state and federal accountability systems.

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

Customer service and HelpDesk standards, practices, techniques and procedures.

System utilities and design and program applications.

Practices and procedures involved in the preparation, development and negotiation of contracts;
Applicable laws, codes, regulations, policies and procedures;

Principles and practices of administration, supervision and training;

Operation of a computer and assigned software;

Intermediate IT Project Management principles.

Cyber security, disaster recovery and business continuity best practices

ABILITY TO:

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

Coordinate projects, personnel, systems maintenance, data processing and communications to meet County Office needs.

Serve as a technical liaison to County Office personnel, districts, the Department of Education and other outside agencies as needed.

Assure proper investigation, troubleshooting, diagnosis and repair of system malfunctions.
Coordinate the design, development, upgrading and implementation of new system applications.

Direct the review, analysis and modification of existing systems and programs.

Direct a series of professional activities involved in the collection, entry, processing and reporting of County Office student data.

Supervise and evaluate the performance of assigned personnel and third-party vendors.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Prepare and deliver trainings and presentations as required.

Comprehend and apply complex information presented in written and numerical form.

Prioritize projects and organize work to keep multiple projects moving in a timely manner to meet objectives and timelines.

Provide consultation, training and technical assistance concerning data and assessment best practices.

Interpret, apply and explain laws, codes, regulations, policies and procedures

Direct the maintenance of a variety of reports, records and files related to assigned activities.

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.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Master's degree in computer science, business administration, or related field, and seven years of increasingly responsible experience managing programming, development, database operations, analysis, repair, systems development, support operations or maintenance of computer systems. Certified Chief Technology Officer (CCTO), Certified Educational Technology Leader (CETL) certification or a District Administration (DA) Leadership Academy certificate 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