

**SAN MATEO COUNTY OFFICE OF
EDUCATION**

CLASS TITLE: MANAGER, INTEGRATED TECHNOLOGY CLIENT SERVICES

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, plan, organize and direct activities involved in the evaluation, tracking, development, operation, analysis, maintenance, repair and disposal of designated County Office and school program computer systems, databases, hardware, mobile devices, software, peripherals and accessories; coordinates projects, personnel, help desk and client support functions, and communications to meet County Office and school district technology needs; supervises, directs the work, and evaluates the performance of assigned personnel.

ESSENTIAL DUTIES:

Plan, organize and direct operations and activities involved in the evaluation, procurement, cataloging, tracking, programming, development, operation, analysis, maintenance, repair and disposal of designated County Office and school district computer systems, databases, hardware, mobile devices, software peripherals and technology accessories; assure related activities comply with established laws, codes, rules, regulations, policies and procedures.

Coordinate projects, personnel, and communications to meet County Office and school program technology needs; assist in establishing and maintaining departmental time lines and priorities; develop and implement technology projects, services, goals, objectives, plans, strategies, systems and 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; assure employee understanding of established requirements.

Direct the development, modification and analysis of computer systems and applications to meet technology needs; direct the review, analysis and modification of existing systems and programs; coordinate the upgrading and implementation of new system applications.

Coordinate and direct the establishment of computing device and technology standards, procurement, 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; direct and participate in the investigation, troubleshooting, diagnosis and repair of computer network and system problems and malfunctions, direct projects related to disposal of non-functioning or obsolete computing devices and equipment.

Oversee and participate in technical assistance services to provide users with appropriate information concerning the operation of computer systems, hardware, software, mobile devices, cloud computing, networks, computer peripherals, and related practices, requirements, procedures and responses to malfunctions; coordinate staff activities in troubleshooting and solutions; assure proper and timely response to maintenance, repair, and device disposal needs.

Coordinate communications, projects, systems and information between personnel, departments, school programs, vendors and various outside agencies to assure smooth and efficient installation, operation, development and maintenance of computer devices and systems; assure proper and timely resolution of related issues, conflicts and discrepancies.

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, sustainability, ease of integration, 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.

Collaborate with vendors, contractors, service providers, administrators and school programs 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 regarding technology activities, needs and issues; assist in the formulation and development of policies, procedures and programs.

Direct and participate in the preparation and maintenance of a variety of records and reports related to projects, devices, systems, changes, software, vendors, personnel and assigned activities.

Communicate with administrators, personnel, school program 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, mobile devices, servers, peripherals, accessories, and specialized software; drive a vehicle to conduct work.

Coordinate, attend and conduct a variety of meetings; consult with administrators concerning the planning, operation, maintenance and modification of computer devices and systems.

Attend and participate in various meetings and 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:

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

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

Principles, methods and procedures of operating computers, mobile devices, network systems, cloud computing and peripherals.

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

Database structures, 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.

Applicable laws, codes, regulations, policies and procedures.

Principles and practices of administration, supervision and training.

Basic 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 and school program computer systems, databases, hardware, software and peripherals.

Coordinate projects, personnel, system maintenance, and communications to meet County Office and school program technology needs.

Supervise and evaluate the performance of assigned personnel.

Assure proper investigation, troubleshooting, diagnosis and repair of system malfunctions.

Coordinate the upgrading and implementation of new system applications.

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

- Manage user support functions concerning technology systems, applications and malfunctions.
- Coordinate the installation, configuration, maintenance and repair of telecommunication systems.
- Direct 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.
- Analyze situations accurately and adopt an effective course of action.
- Oversee and participate in the preparation and maintenance of various records, reports and files.
- 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 six 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

San Mateo County Office of Education