

**SAN MATEO COUNTY OFFICE OF  
EDUCATION**

**CLASS TITLE: MANAGER, MEDIA & INTEGRATED TECHNOLOGY SERVICES  
OPERATIONS**

**BASIC FUNCTION:**

Under the direction of the Chief Technology Officer, plan, organize and direct operations and activities involving the SMCOE's audio/visual and media services initiatives and support; develop and provide professional development offerings for administrative technology, administrative systems integration, IT procurement, inventory tracking, technology tracking and audits; assist the Chief Technology Officer with IT Project Management; supervise and evaluate the performance of assigned personnel.

**ESSENTIAL DUTIES:**

Plan, organize and direct all activities involving the audio/visual and media initiatives and support for the SMCOE, including in-person room setups, audio/visual equipment purchases and maintenance, virtual software subscriptions and account provisioning.

Plan, organize and direct all technical duties involved in the pre and post production of all video products created at SMCOE in-person, virtual and hybrid events, meetings and professional development offerings..

Design program evaluation methodologies, including questionnaires, surveys and interview protocols; prepare guidelines for conducting inquiries with the appropriate stakeholders for IT departmental performance evaluation.

Coordinate and direct communications, services and information sharing between County Office stakeholders; establish and maintain partnerships that facilitate and enhance support for continuous quality improvement of services provided by IT.

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.

Coordinate and direct all professional development for SMCOE staff in the use of end-user hardware and administrative software tools supported by the SMCOE IT Department.

Coordinate and direct cybersecurity training for all SMCOE stakeholders, including the selection of the appropriate tool, review of content for training and testing, and tracking to monitor compliance with the SMCOE Cybersecurity Training initiatives.

Coordinate, oversee and direct all procurement activities for all technology products purchased by the SMCOE, including the receipt of quotes, requisition or change order entry into the

Enterprise financial system or other purchasing tool, tracking of open purchase orders, receipt of product, return of defective product, entry of product information into the established inventory system and distribution of product to the appropriate stakeholders.

Select, prepare, develop, negotiate with and monitor third-party vendors to assure the appropriate products are quoted, to assure compliance with established standards and contract specifications; create and review documentation concerning vendors to ensure standards are being met

Deploy and implement new software applications, including policies and procedures to align with organizational standards; provide application administration and support

Coordinate and oversee the tracking of all SMCOE applicable hardware inventory, maintenance contracts, software and subscription renewals, domains, circuits and other technical assets; oversee the tracking of IT leaves and off-site assignments.

Design, develop, recommend and implement procedures for the use of digital records, including establishment of naming conventions, procedures for indexing and file lookup, classification of records and best practices in digitizing, maintaining and disposing of digital records.

Develop, oversee and implement the HelpDesk function for the SMCOE, including updating and improving the structure of the HelpDesk tool; aligning the HelpDesk tool with adopted Service Level Agreements and the IT Service Catalog; working with other IT managers to ensure appropriate coverage of the HelpDesk during business hours; ensuring HelpDesk requests are routed to the appropriate SMCOE staff member.

Designing and implementing a HelpDesk reporting program to track IT performance against established IT metrics.

Direct and oversee research to allow for the integration of SMCOE administrative software; recommend strategies and alternative solutions when required.

Provide technical information and assistance to the Chief Technology Officer regarding IT project management oversight.

Communicate with administrators, personnel, and outside agencies to exchange information, coordinate activities and programs and resolve issues or concerns; prepare, receive and respond to a variety of correspondence.

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 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

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, implementation, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals.

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

Principles, practices and methods of media systems, tracking and auditing, professional development and adult learning theory, procurement, digital records management, IT management frameworks and metrics, software integration and IT project management.

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

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.

Ensure 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.

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

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.

Meet schedules and timelines.

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 related to confidential student information

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.

Meet schedules and timelines.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in computer science or business administration or related field, project management certification, and six years of increasingly responsible experience in IT management, IT project management, media management and/or development and delivery 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 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**