

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: DIRECTOR III - INFORMATION SYSTEMS

BASIC FUNCTION:

Under the direction of the Chief Technology Officer, plan, organize, control and direct the vision, operations and activities of the Information Systems Department of the Santa Clara County Office of Education (SCCOE); plan strategies to deliver services to users to meet defined needs; assure cost-efficient and effective operations; interact with staff and data processing users; serve as technical liaison for current and potential users; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize, control and direct the vision, operations and activities of the Information Systems Department, providing data process services to schools, districts, county offices and other public sector agencies; provide leadership with vision and research effective technology use and trends.

Conduct research on diversified technology offerings of the market including ERP systems, application software development, object-oriented and third generation programming languages, relational database engines, data management resources and governance, network protocols and topologies and other technology related matters as needed.

Develop short and long-term plans and strategies to deliver services to meet defined user needs; evaluate technical trends and select direction to effectively meet long-term information needs of users; plan long-term hardware and software acquisitions; plan information and office automation system development; maintain current knowledge of innovations, changes, trends and directions in the industry and disseminate related information to staff.

Effectively coordinate, plan and communicate with other Technology Services Branch directors and managers, as well as with other SCCOE leadership and staff, to ensure optimal delivery of cost-effective and efficient services. Build and maintain professional, effective relationships with management and staff to enable achieving department outcomes.

Direct marketing activities to produce additional income where appropriate; identify system obsolescence and coordinate close-down for minimum disruption to users and personnel; meet with current and potential customers needing SCCOE services.

Direct daily operations, including problem resolution, staff management, systems design, systems development and implementation, staff and user training, as well as hardware and proprietary software selection, acquisition and installation.

Serve as technical liaison for current and potential users; plan, coordinate and monitor communications to define needs in user training, systems and software; communicate information relevant to information systems operations and planning.

Direct and evaluate the performance of assigned staff; interview and select employees and

recommend transfers, reassignment, termination and disciplinary actions.

Provide technical expertise, information and assistance to the Chief Technology Officer regarding assigned areas; assist in the formulation and development of policies, procedures and programs; recommend proper organization structure for assigned programs and functions.

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

Communicate with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts and exchange information; communicate with others via meetings, phone calls and e-mail.

Develop and prepare the annual preliminary budget for department operations; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations.

Operate a computer and assigned software programs; operate other office equipment as assigned; drive a vehicle to conduct work as assigned.

Attend and conduct a variety of meetings as assigned; attend trade shows and conferences as needed; participate on assigned committees and teams.

Assure proper maintenance and implementation of disaster recovery plans and other State and Federal regulations related to assigned activities; train customers and implement the technological details of the disaster recovery plan.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Planning, organization and direction of Information Systems Department.

Advanced knowledge of software applications utilized by SCCOE and its district sites.

Software methodologies, programming, relational databases and operating systems.

Data governance and management principles.

Network protocols and topologies.

Effective marketing and communication techniques.

Effective leadership skills, methodologies and strategies.

Budget preparation and control.

Oral and written communication skills.

Principles and practices of administration, supervision and training.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

ABILITY TO:

- Plan, organize, control and direct the vision, operations and activities for the Information Systems Department.
- Plan strategies to deliver services to users to meet defined needs.
- Assure cost-efficient and effective operations.
- Interact with staff and technology users.
- Serve as technical liaison for current and potential users.
- Develop marketing plans and strategies.
- Direct and evaluate the performance of assigned staff.
- Communicate effectively, both orally and in writing.
- Interpret, apply and explain rules, 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 time lines.
- Work independently with little direction.
- Plan and organize work.
- Prepare comprehensive narrative and statistical reports.
- Direct the maintenance of a variety of reports, records and files related to assigned activities.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Master’s degree in computer science, business administration or related field, and eight years increasingly responsible experience in the administration of information systems, including five years in a management position in the technology field.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.
- Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

- Hearing and speaking to exchange information and make presentations.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.



May 9, 2012

Philip J. Gordillo
Executive Director of Human Resources

Date

Approved by Personnel Commission: June 23, 2011; Revised 5/9/12