

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: DIRECTOR III - SOFTWARE DEVELOPMENT

BASIC FUNCTION:

Under the direction of the Head of Technology, plans, organizes, controls, and directs the vision, operations, and activities for the Applications, Business, & Web Systems Development Department; supervises and evaluates the performance of assigned personnel.

DISTINGUISHING CHARACTERISTICS:

The Director of Software Development leads the systems and software management functions for nearly all functional areas of the Santa Clara County Office of Education (SCCOE). This role is responsible for influencing and implementing software and systems architecture plans, providing project oversight for complex applications implementations, providing DevOps support to various departments, as well as offer compelling business services and applications to school districts in Santa Clara County and beyond.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

- Plans, organizes, controls and directs the vision, operations, and activities for the Applications, Business, & Web Systems Development Department, including the following areas of responsibility:
 - Application software development and administration
 - Web applications development and management
 - Business applications management and development
 - DevOps
 - Technology Training
 - Enterprise Project Management
 - Ensuring compliance with established goals, policies, and procedures
- Directs and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations, and disciplinary actions.
- Provides technical expertise, information and assistance to the Head of Technology regarding Department direction and status; assists in the formulation and development of policies, procedures, and programs; recommends a proper organization structure for assigned programs and functions.

- Develops and implements marketing strategies; markets programs and products to other county offices or regions throughout the State.
- Develops and prepares the annual preliminary budgets for the Department; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations.
- Plans, organizes, and implements long and short-term programs and activities designed to develop programs and services.
- Develops strategic partnerships with business leaders; communicates with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts, and exchange information; provides information and research regarding online and remote learning; communicates with others to determine needs, approve projects and coordinate related services and programs.
- Directs the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to assigned activities; negotiates and maintains contracts.
- Operates a computer and assigned software programs; operates other office equipment as assigned; drives a vehicle to conduct work as assigned.
- Attends and conducts a variety of meetings as assigned; represents the County Office to outside public and private agencies; participates in assigned committees and teams.

OTHER DUTIES:

- Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Planning, organization, and direction of the Applications, Business, & Web Systems Development Department.
- Project Management methodologies.
- Web application, mobile and agile development techniques.
- DevOps management, including release management, Quality Assurance (QA), application performance monitoring, and technical communications.
- ERP systems management, especially in a public sector setting.
- Document and content management systems (e.g., Laserfiche, etc.).
- Principles and practices of administration, supervision, and training.
- Budget preparation and control.
- Educational technology applications, software, and training techniques.
- Oral and written communication skills.
- 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 Department.
- Direct and evaluate the performance of assigned staff.
- Communicate effectively both orally and in writing.
- Interpret, apply and explain rules, regulations, policies, and procedures.
- Serve as technical liaison for current and potential users.
- 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.
- 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.

LEADERSHIP TEAM COMPETENCIES:

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies knowledge of the intersectionality of race, equity, and inclusion.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Master's degree in computer science, business administration, educational administration or a related field, and
- Eight years increasingly responsible experience in the administration of technology programs, including five years in a management position in the technology field. Experience supervising supervisors at a director level is preferred.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license.
- Project Management Professional (PMP) certification is preferred.

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.

HAZARDS:

Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: August 21, 2019

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Marisa Perry
Director III – HR / Classified Personnel Services

Date: 6/12/24