

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: DIRECTOR III - TECHNOLOGY INFRASTRUCTURE AND SUPPORT SERVICES**

**BASIC FUNCTION:**

Under the direction of the Chief Technology Officer, plans, organizes, controls and directs the vision, operations and activities of the Technology Infrastructure and Support Services Department (Department), of the Santa Clara County Office of Education (SCCOE); plans strategies to deliver services to users to meet defined needs; assures cost-efficient and effective operations; interacts with staff and data processing users; serves as technical liaison for current and potential users; supervises and evaluates the performance of assigned personnel.

**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 of the department, provides data process services to schools, districts, county offices and other public-sector agencies; provides leadership with vision and researches effective technology use and trends.

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

Develops short and long-term plans and strategies to deliver services to meet defined user needs; evaluates technical trends and selects direction to effectively meet long-term information needs of users; plans long-term hardware and software acquisitions; plans information and office automation system development; maintains current knowledge of innovations, changes, trends and directions in the industry and disseminates related information to staff.

Effectively coordinates, plans and communicates with other Technology and Data Services Division directors and managers, as well as with other SCCOE leadership and staff, to ensure optimal delivery of cost-effective and efficient services. Builds and maintains professional, effective relationships with management and staff to enable achieving department outcomes.

Directs marketing activities to produce additional income where appropriate; identifies system obsolescence and coordinates close-down for minimum disruption to users and personnel; meets with current and potential customers needing SCCOE services.

Directs 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.

Serves as technical liaison for current and potential users; plans, coordinates and monitors communications to define needs in user training, systems and software; communicates information relevant to information systems operations and planning.

Directs and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions.

Provides technical expertise, information and assistance to the Chief Technology Officer regarding

assigned areas; assists in the formulation and development of policies, procedures and programs; recommends proper organization structure for assigned programs and functions.

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

Communicates with other administrators, personnel and outside organizations to coordinate activities and programs, resolves issues and conflicts and exchanges information; communicates with others via meetings, phone calls and e-mail.

Develops and prepares the annual preliminary budget for department operations; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations.

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; attends trade shows and conferences as needed; participates on assigned committees and teams.

Assures proper maintenance and implementation of disaster recovery plans and other State and federal regulations related to assigned activities; trains customers and implements the technological details of the disaster recovery plan.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Planning, organization and direction of the 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 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 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.

**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.

Approved by Personnel Commission: June 23, 2011  
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Jonathan Muñoz  
Director - HR/Classified Personnel Services

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