

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: MANAGER - DATA SYSTEMS

BASIC FUNCTION:

Under the direction of the Director III - Information Systems, manages the development of data solutions for school districts and others, performing project leadership, initiating and managing communication with technical resources, and managing the activities of the Santa Clara County Office of Education (SCCOE) data services technical team; participates in creating the vision and strategies that drive the delivery of data services throughout the county, region, and state; supervises and evaluates the performance of assigned personnel.

DISTINGUISHING CHARACTERISTICS:

Incumbents possess an extraordinary level of technical expertise, are highly organized and experienced systems thinkers and project managers, and are committed to fostering an environment of collaboration and cross-functional team success.

REPRESENTATIVE DUTIES:

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

ESSENTIAL DUTIES:

Manages the operations of the SCCOE data services technical team; acts as a technical resource to the team, particularly in the areas of extraction, transformation and load (ETL), and dashboard design and development, data warehouse architecture, data modeling, and database administration.

Ensures that all SCCOE data systems comply with data security guidelines as defined by the organization's data governance policies; establishes a framework for compliance of SCCOE data systems with laws, codes, regulations, policies and procedures related to data privacy, protection, and security, including those found in FERPA, HIPAA, and the California Education Code.

Manages regular security audits, risk assessments, and analyses of SCCOE's data systems; researches and responds to suspected and real data security breaches.

In collaboration with the data services management team, manages complex projects using standard project management methodologies to ensure the successful and timely delivery of data projects; provides regular reports on project status to SCCOE leadership and others; uses iterative processes to ensure constant product evolution to meet ever changing end user needs.

In collaboration with the web development team, specifies and leads the design and development of custom solutions for data management, reporting and analysis.

Participates in developing the mission, vision, and strategic plan for delivering high quality data solutions in the county, region, and state.

Manages the budget for the data services technical team; participates in the development and management of the budget for SCCOE's data services.

Develops and establishes data governance policies and procedures; communicates data governance best practices with districts and others; support integration of data systems to foster data governance best practices.

Develops and supports the data user community, documenting and sharing successes, and engaging data partners, organizations and key field experts.

Directs and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations and disciplinary actions; coordinates subordinate work assignments and schedules, and reviews work to assure compliance with established standards, requirements and procedures; assures employee understanding of established requirements; directs the development and implementation of staff development activities.

Represents the SCCOE externally at meetings, conferences, and presentations.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Development and maintenance of data structures and objects using the Microsoft SQL Server product suite.

ETL, data warehouse, data mining, data optimization and data visualization tools.

Business Intelligence toolkits using SQL Server 2012 and higher.

Web application protocols, Web services (components including JavaScript, XML, JSON), scripting, software development frameworks

Operating systems including Windows and Linux.

Networking technologies (TCP/IP, NAT, DNS, DHCP, etc.)

Network and data security protocols, concepts and tools.

Encryption technologies and best practices for protecting stored and transmitted data.

Laws, codes, regulations, policies and procedures related to data privacy, protection, and security, including those found in FERPA, HIPAA, and the California Education Code.

Budget development and management.

Project management concepts, terminology, and tools.

Research and evaluation methodologies, data systems, and best practices for continuous improvement in education.

Data governance concepts, terminology, and best practices.

Applicable laws, codes, regulations, policies and procedures.

Strong communication and critical thinking skills.

Organizational development practices and procedures.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

ABILITY TO:

Access, visualize, and analyze large and complex data sets using data standard data visualization tools such as Microsoft Power BI or other reporting software.

Translate complex data & analysis results into clear, engaging, and actionable reports or presentations.

Assess new initiatives to determine the work effort and estimate the necessary time-to-completion.

Direct, coordinate, plan and manage data warehouse related development and programming activities. Plan and manage complex projects using standard project management concepts, terminologies, and tools.

Define program objectives, establish metrics, monitor and evaluate progress, and manage projects independently through a complete life cycle.

Prioritize work to meet deadlines using excellent organizational skills and judgment.

Communicate clearly and effectively to accomplish team objectives.

Work in a fast-paced, entrepreneurial environment.

Think flexibly and strategically with high level analytical skills and creative problem-solving.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Master’s degree in Computer Science or related field and five years of increasingly responsible experience in data systems administration, security, and management, including at least two years in a supervisory capacity.

LICENSES AND OTHER REQUIREMENTS:

Preference may be given to individuals who possess a project management certification.

Valid California Class C driver’s license.

A safe driving record which meets the SCCOE’s insurance requirements.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

Evening or variable hours.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of documents.

Dexterity of hands and fingers to operate a computer keyboard.

Approved by Personnel Commission: September 19, 2018



Jonathan Muñoz
Director – HR/Classified Personnel Services

Date: 09/19/2018