SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER - SYSTEMS ADMINISTRATION

BASIC FUNCTION:

Under the direction of the Director III-Information Systems, plan, organize and direct system administration, which may include server administration, system architecture, database administration, and/or computer operations staff to support major business and data systems in the Information Systems Center (ISC) of the Technology Services Branch (TSB) at the Santa Clara County Office of Education (SCCOE); supervise and evaluate the performance of assigned staff.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Plan, organize, direct and perform the administration of business and student systems, internal and external servers, and/or application-hosting supporting a variety of usersCounty-wide and State-wide .

Evaluate and provide technical recommendations for current and future options to assure quality services; provide long-term planning for the operational efficiency and growth; work with district technology managers and staff to improve existing services or implement new services.

Manage and supervise system and database administration, and/or computer operations teams; work with team members to provide direction, make business decisions and assist with daily technical issues; perform project planning and resource assignment; facilitate customer and vendor interactions.

Supervise 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 Director regarding assigned functions; assist in the formulation and development of policies, procedures and programs; serve as technical resource to SCCOE departments and programs, districts and schools; provide technical expertise in activities relating to computer and data systems architecture; resolve technical problems and issues for SCCOE and districts as needed.

Identify, evaluate, research and procure new hardware and software products; meet with vendors to evaluate potential hardware/software or services; prepare related RFPs, RFIs, RFQs with the purchasing department; negotiate contracts and purchases; manage maintenance agreements, support contracts and software licensing for vendors and customers; troubleshoot problems with existing installations; maintain current knowledge of emerging technologies.

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

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Communicate with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts and exchange information.

Develop and prepare the annual preliminary budget for the systems administration unit; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations; identify, plan and manage capital outlay budget.

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

Provide technical expertise, information and assistance to the Director in developing, testing, and maintaining disaster recovery & business continuity plans for critical County Office data & communications systems & applications.
Attend and conduct a variety of meetings as assigned; participate on assigned committees and teams.

Participate in the development of goals and objectives for the team and department.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Concepts of enterprise system integration and interconnectivity
System architecture including, networking, hardware, software and related components.
Configuration, implementation and maintenance of computing and data systems and related components.
Current server operating systems including Windows and Linux
Relational database structure, design and implementation
Structured query language (SQL)
Data warehouse concepts, structure and design
Data analysis and modeling concepts and systems SCCOEpolicies and procedures related to assigned activities.
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.
Project management concepts and techniques.

ABILITY TO:
Plan, organize and direct the activities of systems administration, database administration, and/or computer operations staff to support major business in ISC, TSB and the SCCOE.
Analyze, design, develop, implement and maintain complex systems and applications.
Direct the specification, design, implementation, enhancement and maintenance of complex systems for data aggregation and analysis.

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Adapt systems to meet customer needs.
Apply technical knowledge using a structured troubleshooting methodology to successfully resolve user and system problems.
Supervise 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: bachelor's degree in computer science or related field and five years increasingly responsible experience in the design, development and enhancement of computer systems and programs.

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; revised August 20, 2014

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Sheila Lopez, Director   Date
Classified Personnel Services

Santa Clara County Office of Education