

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: HEAD OF TECHNOLOGY**

(Senior Classified Management)

#### **BASIC FUNCTION:**

Under the direction of the County Superintendent of Schools, administers the Technology and Data Services Division by planning, organizing, directing, and reviewing the Office's educational support and information technology and infrastructure functions including administrative support, system software, network security administration, information systems operations, educational support systems, data systems, training development, systems development, telecommunications, technical support; and performs all other related duties. This is a classified senior management position and a member of the Superintendent's Cabinet.

#### **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:**

Participates as a member of the Superintendent's Cabinet in the overall planning and direction of County Office functions and services; advises the Superintendent regarding use of resources, priorities, program opportunities and methods to enhance the delivery of programs and support services; serves on County Office and statewide technology committees.

Provides leadership, directs, administers and supervises the planning, organization and coordination of information systems and technologies to support educational and student services programs.

Directs, leads, promotes and encourages the development and implementation of innovative technology, including, but not limited to, technology related to educational resources and delivery methods especially as it relates to online and distance learning.

Provides leadership, directs, administers and supervises all Office-wide student information systems.

Provides responsive advice, counsel and education to administrators, faculty and staff on educational technology issues and trends and integrated data systems; monitors technology trends in order to forecast the impact of those changes/trends upon the delivery of instruction for the Office.

Assures the timely preparation, maintenance and distribution of reports and records as required by federal, state, local and Office regulations; supports technology based curricular and program articulation.

Participates in state and local activities to promote the Office's interests in the area of educational and information technology services.

Oversees aspects of the Enterprise Resource Planning (ERP) Systems and related support systems.

Applies excellent internal and external customer service and directs staff in developing excellent customer service practices; applies and uses effective interpersonal skills (tact, patience, courtesy).

Confers with representatives and develops partnerships with school districts, private firms, governmental agencies, other divisions, and the public in regard to technical matters; establishes and maintains the Office's hardware, software, and network architectures.

Manages, directs, reviews, evaluates and assigns projects to division personnel; directs, reviews, and participates in the analysis of current and prospective problems relative to Office information technology systems.

Ensures the privacy, security, consistency and reliability of all technology solutions.

Plans, organizes, directs, and coordinates activities related to telecommunications, computer networking, and computer electronics; acts as agent and supervises other limited authorized agents making commitments on behalf of the Office.

Provides information and reports on technology projects, operational changes, and service level objectives; informs senior management of potential problems before they occur and presents solutions including those as directed by the County Superintendent.

Develops, reviews, and monitors project management standards for new and ongoing information technology projects; directs and participates in the monitoring of evolving computer technology and sponsors feasibility studies of the potential utilization of major technological advances; directs the analysis of the cost effectiveness, achievability, and operational efficiency of proposed hardware acquisitions, software development, and purchases.

Directs, reviews, and approves division personnel management functions, such as, hiring and termination, staff development, employee evaluation and discipline.

Administers and interprets statutes, regulations, and policies concerned with the legal responsibilities of the information technology infrastructure; reviews business and administrative educational processes for the possible application of new information technology; reviews information technology bids, quotes and contracts with division administration, site administration, and appropriate business division personnel.

Participates at the executive level in the development and implementation of internal technology policies, procedures and planning; participates in the development of Office plans for a wide variety of subjects.

Leads the development of cyber security planning and protections.

Maintains consistent and clear communications with Office administrators and staff regarding technology plans, timelines, needs, and vision; responds to auditor concerns and findings.

Provides county-wide coordinated leadership for and ensures project management of technology related projects, initiatives, and programs.

Coordinates support and training in the use of computer systems; develops and publishes information technology standards and procedures; conducts regular review of disaster recovery plans and backup procedures; meets regularly with divisions and school administration to establish and review information technology needs; and other related duties.

Leads the security reliability of internet and broadband projects.

Performs other duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**DECISION-MAKING AND PROBLEM-SOLVING:**

Forecasts trends and sets direction for the Office and participates in planning for external agencies; uses non-traditional/creative approaches to problems solving.

Recommends new or revised standards, policies, etc.; uses specialized techniques in analysis of collected data.

Makes cross-divisional decisions that sometimes have major impact on the entire Office and participates in decisions that have major impact on the entire Office.

Situations are varied and routinely highly complex.

**REQUIRED MINIMUM SKILLS AND ABILITIES:**

Mastery skill in communicating in critical situations, both orally and in writing.

Mastery skill in financial and statistical analysis and control.

Mastery skill in creative and adaptive program planning, design, implementation, maintenance and evaluation.

Mastery skill in working with personnel management decisions.

Mastery skill in working with others in both authority and non-authority relationships on a routine basis.

**EDUCATION AND EXPERIENCE:**

**REQUIRED MINIMUM TRAINING, EDUCATION, AND LICENSING:** Master's Degree in Business Administration, Technology, Project Management, Engineering, Education Technology or related field, and a valid California driver's license.

**REQUIRED MINIMUM PRIOR WORK EXPERIENCE:** Eight years of job-related administrative experience with demonstrated competence in educational technology, information systems, and technology support.

**REQUIRED INTERACTION (NON-AUTHORITY):** Contacts have little or no predetermined structure and are primarily with the highest level individual both inside and outside the Office, such as local, state, and district superintendents, district chief business officials, state and federal officials; and contacts require decision-making and problem-solving where office-wide, cross-division concerns are at stake.

**SUPERVISION OF OTHERS:** Supervises department heads and administrative support staff.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Duties are performed in an office environment while sitting at a desk and program sites and in the community to make oral presentations and attend meetings. Incumbents may be required to work a flexible schedule, which could include evening and weekend hours. Incumbents are subject to extensive public contact with external agencies and individuals seeking information. Duties require regular driving to program sites within the county.

**PHYSICAL DEMANDS:**

Incumbents regularly stand and sit for long periods of time; walk short distances on a regular basis; use hands and fingers to operate a computer keyboard or other office equipment; reach with hands and arms, stoop, kneel, or crouch to file; speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voice over telephone and in person; and move and transport materials weighing up to 20 pounds.

Approved by the Personnel Commission: November 12, 2014

Revised: 03/08/23



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Marisa Perry  
Director III – HR / Classified Personnel Services

Date: 03/08/23