

VENTURA COUNTY OFFICE OF EDUCATION

CLASS TITLE: Assistant Director of Technology Infrastructure

BASIC FUNCTION:

Under the supervision of the Director of Data Management & Applications, the Assistant Director, Applications & Data Management's role is to plan, coordinate, and supervise all activities related to the design, development, and implementation of organizational information systems and software applications. The Assistant Director is also responsible for maintaining, supporting, and upgrading existing systems and applications, planning, and coordinating the processes required for the provision of user applications and systems necessary for business operations. This individual will apply proven communication skills, problem-solving skills, and knowledge of best practices to guide their team on issues related to the design, development, and deployment of mission-critical information and software systems for faculty, staff, and students. The Assistant Director will work closely with the Director of Data Management & Applications to ensure that software solutions and development meets the goals of the organization and comply with state and federal reporting requirements.

ESSENTIAL / REPRESENTATIVE DUTIES:

Ensure that applications meet business requirements and systems goals, fulfill end-user requirements, and identify and resolve systems issues.

Lead pre-testing phase of development by evaluating proposals to identify potential problem areas and make the appropriate recommendations.

Review and analyze existing applications effectiveness and efficiency, and then develop strategies for improving or leveraging these systems.

Cultivate and disseminate knowledge of application-usage best practices.

Research and make recommendations on software products and services in support of procurement and development efforts.

Evaluate, install, configure, and deploy new applications, systems software, products, and/or enhancements to existing applications throughout the enterprise.

Design, develop, and install application enhancements and upgrades.

Coordinate feasibility studies for software and system products under consideration for purchase, and give advice based on findings.

Contribute to pre-testing phase of development by evaluating proposals to identify potential problem areas and make the appropriate recommendations.

Liaise with organization's software suppliers for prompt rectification of any problems or emergencies.

Collaborate with engineers, analysts, designers, and system owners in the testing of new software programs and applications.

Manage and provide direction for the application team in support of business operations.

Liaise with network administrators and software engineers to assist with quality assurance, program logic, and data processing.

Develop and communicate training and documentation for end users, hold trainings as necessary, and other user-related activities.

Develop, distribute, and coordinate in-depth end-user reviews for modified and new systems or applications.

Assist Technology Services and School Business and Advisory Services (SBAS) staff in interpreting accounting rules and regulations and the Education Code and in developing computerized business systems, research manuals and other materials. Communicate with various agencies and departments to obtain information related to accounting and state/federal reporting issues; advise and provide information to the County Office or to a Local Educational Agency (LEA).

KNOWLEDGE, ABILITIES, AND SKILLS:

KNOWLEDGE OF:

Experience in software development, managing applications and/or systems management;
Experience in overseeing the direction, development, and implementation of software solutions;
Strong knowledge of system and software quality assurance best practices and methodologies
experience with core software applications, including Microsoft SQL management studio, Internet Information Services (IIS), Microsoft applications, student information systems, Enterprise Resource Planning systems (financial, human resources, payroll, purchasing)
Project management skills and/or substantial exposure to project-based work structures;
Knowledge of database design and file management techniques;
Understanding of the organization's goals and objectives;
Knowledge of applicable data privacy practices and laws;
data management and analysis skills;
Knowledge of technical aspects of field of specialty;
Understanding of operations, policies, and objectives relating to personnel activities;
Common office clerical terminology, skills, and practices;
Record-keeping techniques, filing systems and information management;
Interpersonal skills using tact, patience, and courtesy;
Word processing, database, graphics, and other software applications used by the department or VCOE;
Telephone techniques and etiquette;
Oral and written communication skills;
Basic research methods; and
Basic principles of training and providing work direction.

ABILITY TO:

Excellent written and oral communication skills
Excellent listening and interpersonal skills

Strong customer-service orientation
Ability to communicate ideas in both technical and user-friendly language
Ability to conduct research into application issues and products
Highly self-motivated and directed
Keen attention to detail
Ability to effectively prioritize and execute tasks in a high-pressure environment
Experience working in a team-oriented, collaborative environment
Interpret, apply, explain, and enforce rules, regulations, policies and procedures;
Maintain current knowledge of program rules, regulations, requirements, and restrictions;
Facilitate meetings effectively;
Work with groups of people with divergent viewpoints and resolve conflicts to achieve consensus;
Collaborate harmoniously and effectively with administrators, staff members, families, and community members;
Demonstrate highest standards of integrity, honesty, ethics, confidentiality, and professionalism;
Stay abreast of current trends, innovations, and practices in education;
Analyze situations accurately and adopt an effective course of action;
Prioritize and schedule work to meet timelines;
Work independently with little direction;
Prepare comprehensive narrative and statistical reports;
Prepare and deliver oral presentations effectively and adapt to audience needs;
Utilize technology for the administration of budgets and reports, communicate effectively and present materials and information to others;
Learn software and programs used by VCOE;
Understand and resolve issues, complaints or problems;
Answer telephones and greet visitors and the public courteously;
Learn terminology of program or department;
Use proper English and make arithmetic calculations rapidly and accurately;
Communicate effectively both orally and in writing;
Compose correspondence and written materials independently;
Plan and organize work;
Understand and follow oral and written directions;
Establish and maintain cooperative and effective working relationships with others;
Perform duties effectively with interruptions;
Operate office machines, including computer equipment and specified software; and
Work independently and confidentially with discretion.

EDUCATION AND EXPERIENCE:

A bachelor's degree from a recognized college or university, preferably with coursework in management information systems, computer science, information technology, or a related field AND two years of experience in student information systems, financial/payroll systems, web systems

OR

An associate degree from a recognized college, preferably with coursework in management information systems, computer science, information technology, or a related field AND four years of experience in student information systems, financial/payroll systems, web systems

OR

Graduation from a high school or evidence of equivalent educational proficiency AND seven years of experience in student information systems, financial/payroll systems, web systems

LICENSES AND OTHER REQUIREMENTS:

Requires a valid California driver's license.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 40 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable period; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Employees typically work in an office environment that is fast paced with high pressure. Subject to driving your personal automobile to conduct work. Occasional evening and weekend work to meet deadlines. Physically able to participate in training sessions, presentations, and meetings. Some travel may be required for the purpose of offsite software and system applications management

Hazard

Exposure to community members, students, parents, and personnel who may become disorderly. Should an applicant require reasonable accommodation, the Ventura County of Education will consider that upon request.

SUPERINTENDENT POLICY NO. 4030

VCOE shall not unlawfully discriminate against or tolerate the harassment of employees or job applicants on the basis of their sex, race, color, religious creed, national origin, ancestry, age over 40, marital status, pregnancy, physical or mental disability, medical condition, Vietnam era veteran status, or actual or perceived sexual orientation. Equal employment opportunity shall be provided to all

employees and applicants. Physically or mentally disabled employees or applicants may request reasonable accommodation. All employees are expected to carry out their responsibilities in a manner that is free from discriminatory statements or conduct. Employees who permit or engage in discrimination or harassment may be subject to disciplinary action up to and including dismissal.

