Solano County
Office of Education

JOB TITLE: Data Systems Technical Manager

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Oversees the daily operation of the agency's data center that serves the business, personnel, payroll and related functions of the County Office of Education and participating school districts in Solano County.   The position is responsible for providing a high level of management and technical expertise in the area of systems operation, maintenance, security, and data analysis.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience:

- Bachelor's degree in Computer Management Information Systems, Business Administration or related field, with emphasis in computer operations/ administration or equivalent experience desired.

- Three (3) years of progressively responsible experience using and managing large-scale data processing systems.

- Scheduling and processing jobs to meet critical deadlines.

- Integrating mainframe data with workstation-level analysis tools.

- Working with data systems in a California school district or County Office of Education desirable.

- Experience with the CECC (California Educational Computer Consortium) software and systems desirable.

- Experience with various software products that integrate with HP systems (e.g., Reflection, QEdit, MPEX 3000, Security 3000, MBF UDA-Link, etc.) desirable.

Knowledge of:

- Principles of computer operations management.

- HP 3000 computer systems.

- Workflow and job production practices for data processing operations.

- SQL and similar high-level query languages.

- Windows-based computer operating systems.

- TCP/IP networking connectivity and security principles.

- Microsoft Office applications, particularly MS Excel and Access.

- Knowledge of available web-based software to assist in training (example: WebEx Support).

Ability to:

- Communicate clearly and concisely.

- Interpret and explain technical concepts to non-technical customers and staff.

- Learn new software applications and networking principles.

- Prioritize, organize and schedule work assignments and projects.

- Establish and maintain cooperative-working relationships with those contacted in the course of work.

- Travel independently to various agency sites located throughout Solano County.

- Manage and operate electronic information technology equipment including online input and output devices and peripheral equipment.

- Implement new systems related to computer operations.

- Maintain the confidentiality of privileged information.

- Analyze and resolve operational problems.

- Recommend and implement operational improvements.

- Manage projects and workflow for timely completion.

- Provide leadership to staff members.

EXAMPLES OF DUTIES

- Manages the operation of the data center.

- Coordinates production schedules with other departments and school districts.

- Recommends and establishes policies, procedures and priorities for data center operation.

- Resolves issues related to connectivity and equipment for the system users, in concert with the technology management teams at SCOE and participating school districts.

- Ensures network and data security.

- Oversees the maintenance of equipment and supplies in the data center.

- Implements data protection and disaster recovery policies and practices.

- Performs complex data queries, extracts and analysis using structured query language and similar tools.

- Monitors system performance benchmarks.

- Executes system commands to perform essential computer maintenance, upgrades, patches and basic functions (establishing remote printing queues, etc.).

- Supervises computer operator, including filling in when absent.

- Prepares written workflow and production schedules based on established procedures and customer requirements.

- Performs custom data queries to facilitate data conversion between dissimilar systems.

- Manages user-level security using existing software security applications.

- Maintains detailed records of production output, job requests and programming issues.

- Keeps inventory of equipment, software licenses, and related supplies.

- Manages the ordering of consumable supplies for operation.

- Collaborates with hardware and software vendors to ensure proper system maintenance and repair.

- May train SCOE and district staff on use of database querying and reporting tools (example: Monarch) and web-based software to assist in training (example: WebEx Support).

- Performs other duties as assigned.

SUPERVISION RECEIVED

Employees in this classification receive limited supervision within a broad framework of overall objectives. Directly responsible to the Director of Information Services and Technology.

SUPERVISION EXERCISED

May supervise technical and professional staff as assigned, including key staff responsible for working at SCOE's data center operation.

PHYSICAL ACTIVITY REQUIREMENTS

Work Position (Percentage of Time):

Standing (20%)   Walking (35%)   Sitting (55%)

Body Movement (Frequency):

None (0)   Limited (1)   Occasional (2) Frequent (3)   Very Frequent (4)

Lifting – lbs. (0-40)   Lifting (3)   Bending (3)

Pushing and/or   Reaching   Kneeling or

Pulling Loads (1)   Overhead (2)   Squatting (3)

Climbing Stairs (2)   Climbing Ladders (1)