

Solano County  
Office of Education

JOB TITLE: Information Systems Technical Manager

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Oversees the daily operation of the agency's data center that serves the business, administrative, personnel, payroll, student information and related functions of the Solano County Office of Education (SCOE) 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, reporting, and data analysis.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience:

- Bachelor's degree in Computer Management Information Systems, Business Administration or related field is strongly preferred. A comparable combination of experience, education, and training in information technology or related fields may be considered.
- Three (3) years of progressively responsible experience using and managing large-scale information systems.
- Scheduling and processing jobs to meet critical deadlines.
- Integrating mainframe, web-based or client-server data with workstation-level analysis tools.
- Working with data systems in a California school district or County Office of Education desirable.
- Experience with the financial and student information systems used in California
- Experience with various software products used for analysis, data integration and reporting (such as Transact SQL, Monarch, Crystal Reports, etc.)

LICENSES AND OTHER REQUIREMENTS

- Must possess a valid California driver's license.

Knowledge of:

- Principles of computer operations management.

- Mainframe and client-server computer systems.
- Workflow and job production practices for information processing operations.
- SQL and similar high-level query languages.
- Windows-based computer operating systems.
- TCP/IP networking connectivity and security principles.
- In-depth, first-hand knowledge of, and experience with, state and federal school reporting systems, such as CALPADS and related systems.
- Managing data for the county office or district-wide student information systems.
- Microsoft Office applications, particularly MS Outlook, Word, Excel and Access.
- Knowledge of available web-based software to assist in training (example: WebEx Support).

Ability to:

- Communicate clearly and concisely, in person and in writing.
- Interpret and explain technical concepts to non-technical customers and staff.
- Develop data tables, administer controlled access to relational databases, and prepare custom reports and analysis of business and instructional data.
- Prepare comprehensive narrative and statistical records. Supervise and evaluate the performance of assigned staff. Plan and organize work to meet schedules and times.
- 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.

## ESSENTIAL DUTIES

- Coordinates and participates in projects designed to improve the efficiency in accessing information and records; projects may include but not limited to conversion of physical to electronic records and the design and conversion of forms to electronic input.
- Provides scheduled and requested data reports in a timely manner; utilizes various software applications and tools to produce accurate reports; establishes routines for verifying data input by others for accuracy ensuring integrity of data and compliance with state mandates.
- Performs research and analyzes data utilizing computer database management and spreadsheet programs; coordinates the collection and preparation of data through computer-generated reports required by state and federal agencies.
- Calculates, analyzes, and accurately summarizes statistical data and prepares or extracts a variety of routine or specialized data sets; implements changes or modifications for manual and computerized systems.
- Coordinates production schedules with other departments and school districts.
- Resolves issues related to connectivity and equipment for the system users, in concert with the technology management teams at SCOE and participating school districts.
- Implements data protection and disaster recovery policies and practices.
- Performs complex data queries, extracts and analysis using structured query language and similar tools.
- Executes system commands to perform essential computer maintenance, upgrades, patches and basic functions (establishing remote printing queues, etc.).

## MARGINAL DUTIES

- Manages assigned operations within the data center.
- Recommends and establishes policies, procedures and priorities for data center operation.

- Works with the Network Coordinator to ensure network and data security.
- Oversees the maintenance of equipment and supplies in the data center.
- Monitors system performance benchmarks.
- May supervise assigned operational staff.
- 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)