

Solano County
Office of Education

JOB TITLE: Director, Information Services and Technology

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITY

Under administrative direction of the Deputy Superintendent of Administrative Services and Operations, Director of Information Services and Technology plans, directs, and manages the Information Systems Department to ensure the development and implementation of cost-effective network systems and technology-based information systems to meet current and future County Office requirements. Provides regional leadership in the areas of grant writing and emerging technologies for the user community.

JOB REQUIREMENTS AND QUALIFICATIONS

- Five (5) years of progressively responsible management experience, which includes responsibility for managing information systems.
- A Bachelor's degree in Management Information Systems, Computer Science or related field, or a combination of work-related experience.
- Knowledge of high-speed networking terminology, technology networking usage, personal computing utilization, modern technology techniques, methodologies, principles and practices, coding and project management.
- Strong interpersonal, communication, customer service, and leadership skills.
- Certifications and continuing education preferred.
- Ability to evaluate a variety of options for data and systems security and implement appropriate strategies to minimize internal and external threats.

ESSENTIAL DUTIES:

- Analyzes existing or proposed network projects and requests to determine the feasibility for technical adaptation; prepares cost estimates for these proposed projects; documents and presents written reports detailing the analysis performed.
- Accomplishes fiscal objectives by forecasting financial requirements for technology expenditures, administers the Information Systems' expense allocations, and prepares an annual budget.
- Accomplishes application development goals by implementing standard software development strategies and procedures for the planning, development, and/or purchase of Information Systems' applications, including change control procedures.

- Facilitates training including cross platform utilization to the Solano County Office of Education (SCOE), districts and other user groups.
- Facilitates and/or assists in the research of new products and services that will enhance the technical productivity of the department and the SCOE organization to provide increased levels of service, effectiveness and efficiency to the user community.
- Consistently demonstrates leadership, collaboration and support as defined by SCOE's guiding principles when working with SCOE, school districts, community organizations, government agencies, parents, and students.
- Establishes effective levels of communication with the user community for technology support and integration. Responds to rapidly changing requirements of the user community.
- Fosters communications and increased stakeholder participation by creating user groups. Provides leadership for administrative technology users for the purpose of sharing experiences, guiding and implementation of strategic and tactical plans, and receiving information on problems and priorities.
- Represents the organization at local, regional, and state meetings, conferences, in-services, boards, councils, and events.
- Maintains current knowledge and interpret applicable rules, regulations, policies, procedures, contracts, State and Federal laws, codes and regulations related to the usage of technology.
- Participates in development, implementation, and maintenance of policies, objectives, short and long range planning; develops tracking and evaluation programs to assist in accomplishment of established goals.
- Coordinates the creation and implementation of the organization wide plans for information technology by evaluating current organizational goals, identifies key issues and problems, and evaluates trends and anticipates requirements for both administrative and academic needs.
- Directs the preparation and maintenance of a variety of narrative and statistical reports, records and files related to assigned activities.
- Directs technological research by studying organizational goals, strategies, practices and user projects, and provides leadership and direction in technology planning, acquisition, and applications development.
- Promotes high productivity of assigned staff by communicating job expectations, planning, monitoring, and appraising job results, and provides training and growth opportunities, where appropriate.

- Preserves Information Systems' assets and data integrity by implementing disaster recovery and back-up procedures, and information security and control structures.
- Assures proper maintenance and implementation of disaster recovery plans and implement the technological details of the disaster recovery plan.
- Maintains quality services by establishing and implementing Information Systems' performance standards.
- Manages a technology ticket system by analyzing ticket metrics to ensure that tickets are addressed successfully and in a timely manner. Prepare monthly statistical reports regarding ticket submissions and analyzing the reports for problem trends and work on developing practices or systems that can proactively minimize the problems that technology users experience. The report should include month over month and year over year statistics.
- Contributes to the development and improvement of security monitoring and incident response processes and solutions as required to support a cyber security program.
- Provides a coordinated response to complex cyber-attacks; identify threats and develop suitable defense measures, evaluate system changes for security implications, and recommend enhancements; research and draft cyber security white papers.
- Operates security monitoring and incident response toolsets with a focus on continuous improvement, monitor for attacks, intrusions, vulnerabilities, and risks.
- Keeps up to date on emerging cyber security technologies and methodologies.

MARGINAL DUTIES

- Provides supervision for assigned staff.
- Serves as SCOE's representative on various technology committees.
- Gives presentations to SCOE's Board of Education, Cabinet and other groups as requested.

SUPERVISION RECEIVED

Employees in this classification receive limited supervision within a broad framework of overall objectives.

SUPERVISION EXERCISED

Employees in this classification direct, coordinate, supervise, and formally evaluate the work of departmental personnel.

PHYSICAL ACTIVITY REQUIREMENTS

Work Position (Percentage of Time):

Standing (25%)

Walking (20%)

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
Pulling Loads (2)

Reaching
Overhead (2)

Kneeling or
Squatting (3)

Climbing Stairs (3)

Climbing Ladders (1)