

SAN LUIS OBISPO COUNTY OFFICE OF EDUCATION

DIRECTOR-INFORMATION TECHNOLOGY SERVICES (ITS)

REPORTS TO: County Superintendent
SUPERVISES: Has supervisory responsibilities

DEFINITION:

Reporting directly to the County Superintendent, the Director - ITS provides oversight and direction to IT and school district leaders on strategy, standards, and opportunities for shared services and economies of scale. Defines and delivers IT strategy and capabilities across the enterprise including data analytics and business intelligence, development and support, infrastructure, security and technical services. Is responsible for IT operations and for technology and digital innovation and is a key contributor to the company's strategy and planning process. Critical to providing strong ITS leadership to San Luis Obispo (SLO) County school districts, the Director - ITS builds strong and productive relationships with our districts and partner organizations, acting as a true partner and making IT a productivity enabler in SLO County schools.

QUALIFICATIONS:

1. Any combination equivalent to: bachelor's degree in computer science or related field and five years increasingly responsible experience involving the operation, maintenance and repair of computer systems, hardware, software and networks, including three years in a management capacity, supervising and evaluating staff preferred. One year of additional increasingly responsible and relevant experience may be substituted for one year of education towards the Bachelor's degree, up to a maximum of four years, which must include significant relevant management experience.
2. Demonstrated experience driving digital transformation and enterprise growth through innovation and the implementation of technology.
3. Experience leading complex, major change initiatives; demonstrated skills in change management.
4. Experience building an enterprise level data analytics capability.
5. Demonstrated experience with SaaS, cloud-based, and outsourced solutions through third party providers.

Desired:

1. Experience in public school or government position.
2. California Education Technology Professionals Association (CETPA) Chief Technology Officer's (CTO) Certificate.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

KNOWLEDGE AND ABILITY:

KNOWLEDGE OF:

1. Vendor partnerships and multiple vendor relationships.

2. Principles and techniques of network systems and network analysis.
3. Applicable IT laws, codes, regulations, policies and procedures.
4. Principles and practices of IT administration, supervision and training.
5. Project management, enterprise IT initiative management and implementation, and IT security management, implementation and monitoring.
6. Budget preparation and control.
7. Oral and written communication skills directed at small, large, and enterprise-wide audiences.
8. Interpersonal skills including tact, patience and courtesy.
9. IT procurement and licensing methods.
10. Children's Internet Protection Act (CIPA), Children's Online Privacy Protection Act (COPPA), Family Educational Rights and Privacy Act (FERPA).

ABILITY TO:

1. Understand a range of vendor technology solutions; able to select and integrate the most appropriate technologies to support the SLOCOE's goals, mission and objectives.
2. Design and implement comprehensive approaches to cyber/IT security and risk management.
3. Design and manage an effective IT governance framework across the spectrum of IT services and hardware devices.
4. Manage multiple vendor relationships to ensure the best product/services are supplied.
5. Demonstrate outstanding organizational skills, and the ability to manage multiple deadlines, priorities and projects.
6. Develop a comprehensive and accurate IT budget.
7. Understand and oversee internet networking and security infrastructure.
8. Analyze situations accurately and adopt an effective course of action.
9. Recognize unsound and unsafe situations within the IT environment and rectify them using industry standard methods.
10. Work independently with little direction.
11. Plan and organize work.
12. Prepare and maintain various records and reports related to assigned activities.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

1. Provide oversight and direction to IT and school district leaders regarding strategy, standards, and opportunities for shared services, economies of scale, and Total Cost of Ownership.
2. Plan, organize, and coordinate the operations and activities of the IT Department.
3. Make key contributions to the formulation of the organization's business and digital strategies.
4. Advise Cabinet on the emerging digital technologies that are most relevant to SLOCOE's goals, mission, and changing landscape.
5. Determine capital investment parameters, priorities and risks for enterprise-wide IT initiatives for SLOCOE and SLO County schools.
6. Develop an IT vision, strategy, roadmap, and lead SLOCOE and its partners in effective execution of technology initiatives.
7. Ensure that current and planned IT architecture, investments and solutions are aligned with organizational objectives and mission.
8. Prepare and monitor IT operational budgets.

9. Establish and build strong relationships across the organization and with SLOCOE's partners to develop a detailed understanding of their IT issues, challenges and opportunities.
10. Ensure transparency and collaboration among the IT department members and its partners.
11. Hire, develop, evaluate, supervise and retain a highly-qualified team of IT professionals. Ensure that staff provides a high degree of services to SLOCOE constituent districts and partners.
12. Plan, organize, and direct work of assigned professional, technical and office support staff.
13. Promote a service-first mindset at all levels of the organization and its partners. Ensure that the department has strong systems analysis and project management skills, and the ability to execute mission-critical projects.
14. Direct the design, planning, implementation, and maintenance of the computing infrastructure that supports SLOCOE's operational and business applications.
15. Establish metrics for managing IT effectiveness and for measuring the impact of IT on the county office.
16. Maintain oversight of all IT projects, ensuring that commitments are properly planned, staffed, monitored and reported.
17. Establish a comprehensive enterprise/organization-wide information security program to ensure the integrity, confidentiality and availability of relevant data.
18. Lead the design and implementation of an enterprise-wide emergency recovery and business continuity plan.
19. Establish and enforce IT policies, processes, development standards and methodologies.
20. Monitor the industry for developments in IT operations; evaluate and implement relevant new tools and service management frameworks. Review, recommend, and oversee all vendors and managed service agreements for computing, telecommunications, IT services, and equipment.
21. Perform other duties within the scope and skill level of the classification.

ENVIRONMENT:

Indoor work environment.

Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a variety of computer equipment.

Hearing and speaking to exchange information.

Reaching overhead, above the shoulders and horizontally.

Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.

Sitting or standing for extended periods of time.

Bending at the waist, kneeling or crouching.

Seeing to view a computer monitor and read a variety of materials.

Physical agility to lift 20 lbs to shoulder height.

Lifting, carrying, pushing or pulling moderately heavy objects.

Grade Allocation: Cabinet Officials
Revised: 8/2019