MONTEREY COUNTY OFFICE OF EDUCATION

CHIEF TECHNOLOGY OFFICER
TECHNOLOGY AND INFORMATION SERVICES

CLASSIFICATION: Classified Senior Management
SALARY LEVEL: 88
WORK YEAR: 225

DEFINITION:

Under the direction of the Deputy Superintendent, the Chief Technology Officer is responsible both for ensuring a comprehensive state-of-the-art technology and information services infrastructure that effectively manages a centralized and fully-integrated technology system, and for the establishment and formalization of organizational process control systems focused on continual service improvement and the achievement of operational excellence. This position is responsible for both immediate and long range strategic information systems requirements, operating core information technology resources and services and managing the centralized aspects of those resources necessary to support the business and educational mission and priorities of the County Office of Education. This includes long-term planning and delivery of services in the area of information systems, software applications, data center operations, telecommunications and broadcast systems, Media Center operations, and comprehensive client support and services. In addition, the Chief Technology Officer is responsible for ensuring that educational technology services needed for 21st Century classroom instruction is provided to school districts and Monterey County Office of Education (MCOE) educational programs. Serves as a member of the Superintendent's cabinet.

SUPERVISOR:

Deputy Superintendent

POSITION(S) SUPERVISED:

Classified management and classified staff as assigned

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MAJOR DUTIES AND RESPONSIBILITIES:

The following is a list of duties that is representative of the position that includes but is not limited to:

- Represent and promote the Monterey County Office of Education and its mission with integrity, commitment, and distinguished leadership

- Provide strong, collaborative, forward-thinking and responsive vision and leadership in the development, management and maintenance of MCOE's technology programs/services to accelerate student achievement , and address both immediate and future needs and services
- Identify opportunities for MCOE to improve operational efficiency and effectiveness through process automation/reengineering and the leveraging of cross-divisional strengths to take advantage of new opportunities and/or to address organizational challenges; coach, develop, and assist the MCOE executive management team in the area of process improvement with an emphasis on developing capacity in strategic analysis/planning, operational performance metrics, and process documentation
- Oversee the establishment of sound data management practices, ensuring data security and protection of confidential information, and providing for the efficient collection, processing and reporting of data for local decision making and state and federal reporting purposes
- Provide oversight of the architecture, selection, implementation and maintenance of computing, information processing and communications resources across all divisions to promote the consolidation and integration of new and legacy technologies into an enterprise infrastructure platform designed to ensure system security, achieve operational efficiencies, optimize investments and provide comprehensive County Office wide solutions that benefit all clients with the effective and creative use of technology
- Manage client relations and expectations, providing effective monitoring, evaluation and reporting of technology performance, formalized through the effective use of Service Level Agreements (SLA) designed to ensure the clear definition of responsibilities, protocols, and specifications associated with all technology services
- Advise the Superintendent, Board of Education, Cabinet, and Leadership Team on technology requirements, projects, operational changes, and service level objectives, informing senior management of potential problems before they occur and ensuring that information technology resources and services are aligned with the mission and strategic priorities of the County Office
- Ensure integrated planning of all administrative and educational computing, telecommunications and broadcast, and video production, programming and distribution, including system, software and content acquisition, network design and implementation, and the delivery of information technology, including all services and aspects of technology infrastructure and the comprehensive educational technology plan
- Direct and control the Technology and Information Services Division, providing management oversight of the operation and administration of all information system and Media Center functions, to include the maintenance of all County Office hardware, software, network and broadcast architectures, and media production studios, as well as all division personnel management functions, including hiring and termination, transfer and reassignment, staff development, employee evaluation and discipline
- Develop and prepare the annual budget for the Technology and Information Services Division, providing control and authorization of expenditures in accordance with established limitations, including the preparation of cost and benefit estimates for information technology activities, systems and programs, the development and review of information technology bids, quotes, and contracts, and consultation with division administration, site administration, appropriate business branch personnel and vendors to control the procurement of technology hardware and software across the organization
- Administer and interpret statutes, regulations, and policies concerned with the legal responsibilities for information technology, ensuring the informed review of all business and administrative educational processes, and compliance with legislative and policy changes pertaining to the implementation and use of technology

- Coordinate support and training efforts, implementing practices to establish and maintain a comprehensive professional development program through which all department staff and County Office personnel can acquire the skills and expertise needed for effective use of technology
- Design, implement, maintain and conduct regular reviews of backup procedures, disaster recovery and business continuity plans, providing oversight of a comprehensive testing program with continual review and development to ensure disaster recovery is functionally validated, and coordinating, assessing, improving and communicating recovery environment requirements to executive leadership
- Communicate and confer with administrators, staff, school district personnel and outside agencies to ascertain needs, coordinate activities and programs, resolve issues, exchange information, and provide training and assistance, forming and leading technology committees where necessary, participating in state and regional activities, and developing partnerships with school districts, private firms, governmental agencies, other divisions, and the public in regard to technical matters
- Maintains awareness of and ensures compliance with relevant State and Federal laws and regulations, Monterey County Office of Education Board Policies, Superintendent Policies and Administrative Regulations

OTHER DUTIES:

Performs other job-related duties as required

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, business machines; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead; physical mobility sufficient to move about the work environment (office, district, school site-to-site), drive an automobile, and respond to emergency situations; physical strength sufficient to lift 25 pounds; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

- Bachelor's degree in business administration, computer science, public administration, or closely related field from an accredited college or university
- Minimum of ten (10) years of progressively responsible experience in information technology, preferably in public education
- Minimum of six (6) years of experience in the management of technology services, preferably at the director level

Knowledge of:

- Principles and practices of budget development and administration

- Principals, practices, and techniques for the operation of both microcomputer and large-scale, high volume data processing operations providing complex services to users
- Principles and practices of personnel management
- Principles and methods for establishing goals, objectives and implementation plans to accomplish information technology solutions for identified needs
- Role of information and educational technology in an educational agency
- Emerging technologies and best practices
- Business process documentation, re-engineering and improvement
- Educational technology facilities and equipment, including sources of funding for educational grants and related technology functions for educational agencies
- Current technologies involving Local and Wide-Area Networks, server systems, virtualization, cloud computing, computer operating systems, object oriented programming languages and techniques, database system, hardware, and software programs and applications
- Accepted strategies and practices of administration, supervision and training
- Information technology management best practice frameworks (ITIL, COBIT, etc.)
- Project management practices, techniques, systems and disciplines
- Effective techniques for assessing and analyzing user needs and recommending hardware and software solutions
- Statutes and regulations pertaining to the deployment and use of technology in an educational environment

Skills and Abilities:

- Plan and direct a large complex operation that involves coordination and integration of multiple interrelated activities
- Formulate and implement program goals, objectives, and schedules
- Develop and implement strategic plans and changes required to achieve goals and objectives
- Supervise, train, and evaluate the work of assigned staff
- Establish and maintain excellent collaborative relationships with executive staff and vendors, and clients
- Manage client relations to ensure development of service-objective expectations
- Conduct meetings utilizing consensus building techniques and conflict resolution strategies
- Interact tactfully, patiently and courteously with all levels of staff, public and administration
- Plan, organize and direct Technology and Information Services functions and operations
- Analyze problems identifying alternative solutions and making appropriate recommendations
- Develop and deliver oral and written reports presenting recommendations to committees, agencies, and boards
- Interpret and apply federal, state and local policies, procedures, laws and regulations
- Develop annual department plan and related budget
- Analyze situations accurately, developing and adopting effective courses of action
- Develop appropriate timelines to meet deadlines insuring adequate input into decision making
- Work independently with minimal direction
- Direct the preparation and maintenance of a variety of narrative and statistical reports
- Develop and conduct effective professional development programs
- Plan and develop agendas and conduct effective meetings
- Communicate effectively in English, both orally and in writing
- Analyze and interpret data and trends to make projections, informed decisions and recommendations on a wide variety of business matters

- Interpret, explain, administer and apply specific statutes, ordinances, laws, regulations, codes, policies, directives and procedures governing all information systems activities of MCOE and apply them with good judgment in a variety of situations

Licenses and Certifications:

- California Driver's License with evidence of insurability

Desirable Qualifications:

- Master's degree in a relevant field
- County Office of Education experience
- Bilingual/Biliterate in Spanish

Approved 6.28.18