SAN BERNARDINO COUNTY SUPERINTENDENT OF SCHOOLS

601 North E Street • San Bernardino, CA 92415-0020 • Ted Alejandre, County Superintendent

MANAGER, DISTRICT SUPPORT SERVICES

SALARY:	$120,694.08 to $136,161.60 Annually (Range 145)
LENGTH OF SERVICE:	228 Days per Year/12 Months
APPLICATION DEADLINE:	January 30, 2018 (4:00 p.m.)
LOCATION:	Technology JPA, San Bernardino

POSITION DESCRIPTION

Under the direction of the Program Manager, District Software Development, the Manager, District Support Services is responsible for the support and management of all system users and all software systems maintained and supported by the Technology Joint Power Authority (JPA), which includes quality assurance testing, the design and implementation of programs to consortium members, developing deployment schedules and assigning the appropriate resources for training purposes. This position also supervises the business systems support staff in the development, implementation and maintenance of software applications in the support of business operations for public education. The Manager, District Support Services also chairs and/or co-chairs committees in support of the Business-Personnel Educational Software Technology and Network Consortium (BEST NET) and the California Educational Computer Consortium (CECC).

ESSENTIAL JOB FUNCTIONS

- Manages the day-to-day operation for BEST NET and CECC systems users;
- Manages projects supporting the design, testing, documentation and implementation of new business systems to consortium members by developing deployment schedules and assigning resources;
- Reports on new development of business software applications and relevant topics;
- Communicates issues and progress with internal staff and district users;
- Develops goals and objectives as they relate to meeting the short term and strategic needs of the districts;
- Assesses client needs and recommends appropriate software solutions;
- Develops and manages complex technical and business problem resolution strategies to resolve software support, training and implementation issues;
- Supervises support staff involved in the design, development, quality assurance testing, implementation and maintenance of software applications;
- Leads the BEST NET Financial Manager Meetings and the CECC Jt. Sub Committee;
- Chairs and/or co-chairs various committees;
- Conducts and attends meetings, workshops and presentations;
- Performs related duties as assigned.

JOB REQUIREMENTS

Experience assessing and communicating client needs, identifying and recommending effective business solutions to meet client needs, managing software installation, training and/or customer support programs, managing staff and fiscal resources to meet program goals, developing and conducting effective oral and written presentations, working with school district personnel and serve on various committees;

Skill assessing and communicating business requirements, designing and implementing software solutions, developing and presenting effective training programs;

Knowledge of public school business and and practices, laws and policies related to California public schools, current California school accounting and business operation systems;

Ability to develop and implement programs and strategies to meet CECC program goals, successfully and simultaneously manage multiple projects, analyze and assess operational procedures, communicate effectively in large and small group settings, provide strategic leadership in a collaborative environment, prepare clear and concise written materials, interact effectively with a variety of individuals, travel to various locations, maintain a flexible work schedule;

Physical Abilities include standing and sitting for extended periods, talking/hearing, near and far visual acuity, pushing/pulling, lifting, reaching, carrying, field of vision, fine manual dexterity.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in Information Technology, Public Administration, Business Administration or a closely related field;
- Four (4) years managing software installation, training and/or customer support programs;
- Three (3) years experience managing business and/or information systems projects in a public school or community college setting.

DESIRED QUALIFICATIONS

- Advanced degree or coursework in information systems, public administration, business administration or a closely related field;
- Experience managing software installation, training and/or customer support programs in a California public school or community college;
- Experience coordinating interagency programs and projects for public schools or agencies.

NECESSARY MATERIALS FOR APPLICATION

- **Completed Ed-Join online application;**
- **Letter of introduction/application;**
- **Current resume;**
- **Copy of Bachelor's Degree;**
- **Three (3) current (signed and dated within 3 years) letters of reference;**
- **Applicants must meet minimum qualifications and provide all necessary materials online prior to the stated deadline in order to qualify as a candidate.**

APPLICATION PROCESS: All applications must be submitted through Ed-Join. Go to the San Bernardino County Superintendent of Schools website at www.sbcss.k12.ca.us; click on Human Resources; scroll down then click on "Click Here to Jump to the EDJOIN website" and attach your online profile *to this job posting #*. If you are disabled and need reasonable accommodations to complete the application process, please contact Human Resources at 760 East Brier Drive, San Bernardino, CA 92408 • (909) 386-9561. This facility is handicapped accessible.

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