

SANTA CRUZ COUNTY OFFICE OF EDUCATION
MANAGER, BUSINESS INFORMATION SYSTEMS

DEFINITION

Under the direction of the assigned administrator of Business, plan, organize, and coordinate support functions for assigned business system modules, that automate accounting, finance, budget, payroll, retirement, position control, purchasing, general ledger and human resource functions. Serve as a technical expert and primary liaison between County Office of Education staff and school district users in matters relating to Business Information systems use and operations; plan, organize, and implement system related user-group meetings and trainings.

SUPERVISION EXERCISED

Supervise and evaluate the performance of assigned personnel.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Participate in planning, organizing, controlling and directing Business Information Systems department functions to facilitate and enhance the collection, management, reporting and distribution of computerized data used for analysis; participate in directing the programming, design development, upgrading, testing, debugging and implementation of new and existing systems, software, databases and applications.

Act as a liaison among staff, school district system users, and County Office of Education information technology and business systems staff to ensure the smooth and efficient implementation of business information systems; participate in the review and testing of new and revised application modules; coordinate dissemination of information from business information vendor(s) concerning software changes and additions.

Coordinate system installation and integration activities to ensure a smooth transition to the business information system; assist users to prepare for conversion to new or enhanced versions of vendor software; confer with software vendor representatives, management and system users concerning system specifications, installations, data conversions, and data integration from third party software applications.

Coordinate and lead training teams for each module of the business information system whose members will present application training modules to end users; work with software vendor to prepare instructional presentation materials including guides on frequently asked questions and other user support materials to reinforce training and increase user productivity; arrange and lead system user group meetings to explain data system changes and enhancements.

Monitor and evaluate business information system implementation activities; develop policies, guidelines and standards to ensure business systems are implemented and supported effectively; troubleshoot and resolve system implementation problems; provide technical support to system users on the use of data system modules and the creation of data reports.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Plan, organize, control and direct user support and related help desk functions for County Office and school district personnel; direct technical assistance services concerning the operation of business information systems and related software; ensure users of the system are provided with appropriate training and best-practices.

Collaborate with County Office of Education employees in the Business, Human Resources, and Information Technology Departments to answer questions from users concerning integration of individual district business procedures with software application requirements.

Prepare, audit, and maintain a variety of narrative and statistical data related to system operations.

Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with other information system users.

Attend meetings and training conferences as required.

Maintain current knowledge of laws, codes, regulations, policies procedures and pending legislation related to educational technology and business operations; modify programs and services to assure compliance with standards and requirements as needed.

Participate in the development of the annual preliminary budget for Business Information System; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations; initiate and sign off on purchase requests as appropriate.

Manage and evaluate the performance of assigned personnel, interview and select employees; coordinate work assignments and review work to ensure compliance with established standards, requirements, procedures and timelines.

Ensure data integrity and proper security of transmitted data.

Participate in the development of the schedule for annual calendars and fiscal year end projects. Develop and implement time lines and priorities to meet County Office and school district deadlines. Communicate with multiple levels of staff at districts clearly and professionally to ensure smooth and efficient completion of county and district activities.

Provide technical information and assistance to the assigned administrator of Business regarding business information technology activities, needs and issues.

Resolve high level, complex problems in accordance with the California Education Code, Federal State and local codes and regulation and internal policy and procedures of the County Office.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)

Serve as liaison between administrators, staff, vendors, service providers, contractors, system users and various outside agencies; manage activities, personnel and projects to assure proper and timely resolution of system issues, problems, malfunctions and conflicts.

May participate in state level business leadership and planning committees and organizations; provide business and technical expertise to business information systems software provider.

Research, analyze and maintain current knowledge of new technologies to identify opportunities to enhance County Office and school district operations and meet technology needs; select hardware and software for purchase and provide recommendations concerning major technology purchases.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Large scale accounting, budgeting, payroll, human resources, and student data management systems used in California public school districts and county offices.

Statutory regulations, policies, and procedures applicable to school business and student data management and reporting requirements.

School district and County Office organization, operations, policies and objectives; understanding of the principles and practices of multiple divisions of school districts in regards to business information needs and integration requirements, including human resources, budget, payroll, benefits and finance.

Principles/purposes of data governance policies/procedures; and data collection, organization, formatting, and reporting techniques used to ensure consistency and data integrity.

Operation and integration of business software on multiple computer platforms; software installation methods and start-up procedures; basic computer system hardware/software diagnostic techniques; principles, practices and methods of database structure, system analysis, design and modification of business information systems in a California County Office/K-12 environment.

Methods to achieve desired outcomes for self and others by setting goals and priorities that deliver results; principles and practices of personnel management including supervision, training and employee performance evaluation techniques.

Skill and Ability to:

Understand complex issues and specialized information; work with information and data and develop meaningful conclusions.

Adapt to ways of thinking and working in response to changing job requirements and legal mandates.

Skill and Ability to (continued):

Development of department budget; exercise fiscal responsibility over department expenditures.

Clearly convey information orally and in writing; summarize complex information and write instructional materials; deliver oral presentations for large groups of system users.

Understand the viewpoint and objectives of clients, and build and maintain long-term collaborative working relationships with them.

Break down issues/problems into components to identify root causes and effects; develop alternatives to solve a problem; evaluate alternatives and decide on an appropriate course of action.

Plan, organize, and coordinate work projects and manage human and other resources to meet specific goals and timelines.

EDUCATION AND EXPERIENCE

Any combination of experience and training that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Completion of four years of college with a degree in Information Technology, Business Information Systems, Computer Science or a related field.

Experience:

Four years of increasingly responsible experience in managing automated business and/or student data systems.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

SPECIAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment with some ability of dexterity of hands and fingers to operate a computer keyboard. Ability to hear and speak to exchange information in person and on the phone. Ability to see to view a computer monitor and read a variety of materials. Ability to sit, crouch, stoop, squat and travel to different sites and locations.

Approval Date: July 18, 2017