

## **SANTA CRUZ COUNTY OFFICE OF EDUCATION**

### **MANAGER, DATA PROCESSING**

#### **DEFINITION**

Under general direction, to direct, supervise, plan, and coordinate the activities and operations of the Data Processing Department within the Business Services Division; to coordinate assigned activities with other departments, outside agencies, and the general public; and to provide responsible and complex staff assistance to the Assistant Superintendent of Business.

#### **SUPERVISION EXERCISED**

Exercise direct supervision over professional, technical and clerical staff.

#### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Coordinate the organization, staffing, and operational activities for the Data Processing Department.

Participate in the development and implementation of goals, objectives, policies, and priorities for the Data Processing Department; identify resource needs; recommend and implement policies and procedures.

Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.

Select, train, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Direct, coordinate and review the work plan for the Data Processing Department; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.

Participate in the development and administration of the Data Processing Department budget; forecast additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; recommend adjustments as necessary.

Coordinate assigned services and activities with those of other departments and outside agencies and organizations.

Provide staff assistance to the Assistant Superintendent of Business; prepare and present staff reports and other necessary correspondence.

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Data Processing Department programs, policies, and procedures as appropriate.

Design, develop, analyze, code, implement, test, and revise complex data processing programs to ensure proper and effective implementation of new/modified data processing systems.

Prepare and record documentation for data processing programs and operations including data entry procedures and hierarchical diagrams of system flow and operational flow.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (CONTINUED)**

Serve as an information source to users, suppliers, and other interested parties regarding County Office data processing systems/programs; provide advice on the feasibility of applying computer techniques to specified operational needs.

Monitor the performance of computer hardware and a variety of peripheral equipment; refer major repairs to the appropriate source.

Serve as a liaison with suppliers, vendors, and user groups regarding data processing system/program requirements, designs, and implementation.

Maintain and supervise the maintenance of security for data processing disks, tapes, and files.

Provide workshops and seminars to train users in new/modified data processing procedures.

Provide computer operations, hardware installation, and maintenance services as necessary.

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of data processing.

Respond to and resolve difficult and sensitive inquiries and complaints.

**OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as required.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

Operational characteristics, services and activities of a data processing program.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Modern and complex principles and practices of developing, analyzing, and implementing modern data processing programs and systems.

Private and public sector business principles and practices.

Basic principles of accounting.

Principles of budget preparation and control.

Principles of supervision, training and performance evaluation.

Principles and methods of training and instruction.

Pertinent federal, state, and local laws, codes and regulations.

**Knowledge of (Continued):**

Uses, capabilities, characteristics, and limitations of computer systems and related peripheral equipment.

Modern computer programming languages.

Safe driving principles and practices.

**Skill and Ability to:**

Operate a wide variety of highly technical computer equipment and related peripheral equipment.

Operate modern office equipment.

Operate a motor vehicle safely.

Analyze complex data processing problems and design and implement data processing programs and systems.

Interpret and explain County Office of Education data processing policies and procedures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Ensure County Office's and school districts' compliance with laws and regulations.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**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:**

A Bachelor's degree from an accredited college or university with major course work in data processing or a related field. A Master's degree is highly desirable.

**Experience:**

Four years of increasingly responsible data processing experience including one year of supervisory and administrative experience.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid 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 to travel to different sites and locations.

**Approval Date:** January, 1994.