



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Manager, District Systems Support

**Class Code: 1564
Work Days: 225**

GENERAL PURPOSE

Manage, supervise, and coordinate application systems support for assigned systems, including district finance, human resources, payroll, time and attendance, and related systems and services to Orange County school districts; coordinate system implementations and provide technical assistance and analysis to school and community college districts and the County Office; and provide highly responsible and complex staff assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives general supervision from higher level management staff.
2. Exercises direct supervision over management, technical, and professional staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, policies, priorities, and strategic plan; to identify resource needs; establish schedules and methods for providing specialized services; recommend and implement policies and procedures.
 2. Coordinate all assigned district application support services provided to Orange County school and community college districts.
 3. Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
 4. Select, train, motivate, and evaluate staff; provide or coordinate staff training; work with employees to support continuous improvement.
 5. Provide coaching to employees; collaborate on goal development, set clear expectations, provide constructive feedback, and check in regularly for understanding.
 6. Plan, prioritize, assign, and review the work of staff responsible for providing services for District Systems Support; prepare work schedules for appropriate staff.
 7. Provide consultation, technical assistance, and analysis to school and community college districts regarding the use and application of information systems.
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8. Serve as a liaison for the Orange County Department of Education, school districts, and other appropriate agencies regarding the development and implementation of services in support of district systems
 9. Assist in the design, planning, and implementation of large-scale application support programs.
 10. Develop, manage, and monitor project implementation timelines and schedule changes.
 11. Coordinate/facilitate district advisory meetings for functional areas and application supported by District Systems Support.
 12. Develop and make presentations to staff from districts that are investigating and evaluating application services provided by OCDE.
 13. Prepare system proposals and facilitate contract development as required.
 14. Prepare and update a variety of reports/task lists regarding implementation status and support services metrics.
 15. Prepare and conduct training classes for district and OCDE staff; prepare user procedural documentation and training materials.
 16. Answer questions and provide information to management, staff, and school district personnel regarding system procedures.
 17. Prepare written correspondence to districts on information systems modifications, reports, updates, etc.
 18. Demonstrate attendance sufficient to complete the duties of the position as required.
 19. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Principles, methods, and practices related to assigned systems, such as finance, district accounting, human resources, payroll, time and attendance, and general district operations.
2. Procedures, methods, and techniques of project and workflow management and organization.
3. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
4. Advanced principles of enterprise-level application support services management.
5. Pertinent federal, state, and local laws, codes, and regulations.
6. Advanced concepts of operation and application of automated systems relative to business and statistical use.
7. Practices and procedures of technical writing.
8. Management practices and principles.
9. Procedures, methods, and techniques of systems analysis, implementation, and management.

Ability and Skill to:

1. Develop and translate policies and procedures into practical applications.
2. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
3. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
4. Develop reporting procedures in order to document, evaluate and make recommendations regarding the effectiveness of programs, services, and products that have been developed to meet the established goals and objectives of the program.
5. Establish and maintain effective working relationships with various constituencies.
6. Interpret and explain laws, codes, contracts, policies, and procedures.
7. Develop and present training materials.
8. Prepare clear and concise correspondence, reports, and other written materials.
9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
10. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in accounting, finance, business, public administration, information systems, or a related field and five (5) years of experience in application support within the areas of finance, human resources, or payroll.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast paced with high pressure.