



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

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**Manager Educational Technology Services**

**Class Code: 1543**

**Work Days: 225**

**GENERAL PURPOSE**

Under the leadership of the Chief Technology and Information Security Officer, manage, plan, organize, and supervise technology support services for the Orange County Department of Education (OCDE); coordinate assigned activities with other divisions and outside agencies; and provide support 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/or support 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. Develop and implement goals, objectives, policies, priorities, and strategic plan; identify resource needs; establish schedules and methods for providing specialized services; recommend and implement policies and procedures.
  2. Manage, plan, organize, and supervise technology support services for OCDE; evaluate technology support needs and apply technical principles and concepts to develop and support software and hardware solutions for projects, programs, and services.
  3. Review, investigate, evaluate, and select new technologies for current and future needs; ensure that all technologies comply with OCDE standards and strategic direction.
  4. Resolve difficult and complex application problems through on-site analysis and effective utilization of technical staff, coordination with information technology staff, and use of vendor contracts.
  5. Monitor and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within division policy, appropriate service and staffing levels.
  6. Receive and analyze requests for system modifications or new application support in assigned program areas; recommend and implement solutions to problems; coordinate or perform detailed analysis, implementation, and testing of new applications; and contact vendors for solutions, technical reference, and/or services.
  7. Oversee the preparation and administration of the program budget, submit budget recommendations, and monitor expenditures.
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8. Analyze procedures and data for logical solutions to complex technology problems.
  9. Select, train, plan the work of, supervise, and evaluate staff; provide coaching to employees; collaborate on goal development; set clear expectations; provide constructive feedback; assist in improvement as needed; and check in regularly for understanding.
  10. Keep up-to-date on technology solutions, methodologies, and implementation, and attend training classes as necessary.
  11. Conduct meetings with customers and transform requirements into effective implementations.
  12. Enforce established security standards.
  13. Attend and participate in professional group meetings; stay abreast of new trends and innovations.
  14. Demonstrate attendance sufficient to complete the duties of the position as required.
  15. Perform related duties similar to the above in scope and impact as required.

### **QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)**

#### **Knowledge of:**

1. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
2. Principles, practices, methods, and techniques of information systems project management.
3. Methods and techniques used to test and implement applications.
4. Methods and techniques of evaluating educational project requirements and developing information systems solutions.
5. Concepts and principles of application implementation and support and of web application design, development, and implementation.
6. Principles and practices of system testing, analysis, and security administration.
7. Principles of supervision, training, and performance evaluation.
8. Pertinent federal, state, and local laws, codes, and regulations.
9. Methods and techniques of developing complex training/support manuals and documentation.
10. Procedures, methods, and techniques of project and workflow management and organization.
11. Modern and complex principles and practices of program development and administration.
12. Principles and practices of budget preparation and administration.

#### **Ability and Skill to:**

1. Oversee and participate in the management of educational technology solutions.
2. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
3. Manage multiple large-scale complex projects; serve as project manager on large implementation and analysis projects.
4. Evaluate educational project requirements and develop information systems solutions.
5. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.

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6. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
  7. Perform highly complex systems analysis duties.
  8. Research and evaluate new educational technology.
  9. Troubleshoot and diagnose operational problems and articulate resolutions.
  10. Participate in the development and administration of goals, objectives, and procedures.
  11. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
  12. Research, analyze, and evaluate new service delivery methods and techniques.
  13. Communicate clearly and concisely, both orally and in writing, in English; and present information effectively in front of both large and small groups.
  14. Establish and maintain effective working relationships with various constituencies.
  15. Prepare clear and concise correspondence, reports, and other written materials.
  16. Establish and maintain effective working relationships with those contacted in the course of work.
  17. Interpret and apply federal, state, and local laws, codes, and regulations.

#### **Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in a computer-related field and five (5) years of experience in the areas of software application design, development, and support, including two (2) years of administrative and supervisory responsibility; or an equivalent combination of training and experience.

#### **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.

##### **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, and 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.

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## **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 essential functions.

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