

SANTA BARBARA COUNTY EDUCATION OFFICE  
Personnel Commission

**Manager, Information Technology Services**

**Basic Function**

Plans, manages, coordinates, and participates in activities dedicated to providing data communications, technical support, maintenance, and troubleshooting to county office and multiple district users on hardware and software applications used for administrative and financial accounting purposes, including ERP systems. Manages and provides advanced technical guidance to staff on a wide variety of installations, upgrades, and applications support. Responsible for network operations within the county office environment and to district users and subscribers, for technical and user support activities, workstation standards and configuration, database integration, and system security. Requires the ability to integrate these services, optimize users' access to technical support and troubleshooting, and ensure secure, continuous operations. Requires the ability to lead and facilitate large-scale systems and applications conversions and upgrades.

**Essential Duties and Responsibilities**

- Develops, maintains, and evaluates procedures, standards, capacity, and infrastructure required to provide flexible and cost-effective information technology services that support efficient administrative processes, and internal and community access.
- Participates with county office in planning and design of network infrastructure. Participates in business planning for the department and in assessing the effectiveness of information systems.
- Defines the scope and objectives for applications, along with constraints and system requirements. Analyzes and defines current organizational functions, processes, sources and uses of information, and other data to determine application needs and requirements.
- Directs configuration and maintenance of directory structures, security applications and software. Specifies data communications requirements and wiring and hardware layouts for new or existing capacity.
- Consults with county office and participates with vendors and others to define web portals, databases, fields, table space, and levels of data access.
- Directs and participates in the installation, support, and maintenance of ERP and specialized applications used in education. Supports the software, hardware, applications, and overall systems and business environments.
- Assures continuous operation and performance of applications servers supporting District-wide enterprise resources planning (ERP) integrated data management, warehousing, and database systems.
- Oversees and develops projects for ERP or equivalent databases, and related ERP resources, to meet county office and member district needs and provide for system enhancements.

- Coordinates, directs, and supports the campus needs and requirements for maintaining security of ERP systems and integrated databases, applications, and data. Participates in developing protocols for information access and security.
- Oversees and resolves system and application performance issues related to ERP integrated database environments.
- Develops strategies, guidelines, and methodologies to support vulnerability management including but not limited to: virus protection, intrusion detection, firewalls, VPN, off-site storage, disaster recovery, replication, security management, and software licensing.
- Oversees installation and configuration of all network users, computers, printers, cabling, peripherals, servers, routers, and switches. Ensures a common approach to configuring network protocols, security, and policy files governing user access.
- Oversees and participates in a range of troubleshooting to resolve network hardware and operations problems, including but not limited to connectivity, Internet access, electronic mail and file servers.
- Trains, assigns, and reviews the work of Analysts and Technicians. Establishes communications with academic and administrative departments, orienting them to the scope of user support. Establishes standards to assure consistent technical support.
- Recommends and administers department budgets, and prepares and maintains a variety of records and reports for internal and external requirements.
- Performs other related duties that support the objective of the position.

## **Qualifications**

### **Knowledge and Skills**

The position requires specialized professional knowledge of networked personal computer operations, including the principles, techniques, and complexities associated with networks using web portals, the relationship and usage of various input and output components, business and education support software, and terminology. Requires working knowledge of business practices sufficient to develop information systems and work process flow charts, ultimately leading to integrated, networked applications. Requires in-depth knowledge of the organization and operations of a hardware and software technical support function. Requires in-depth knowledge of ERP systems and relational databases. Requires well-developed written English language skills to convey technical concepts in easy-to-learn formats and develop network and system documentation. Requires well-developed human relations skills to manage projects, facilitate small group planning and problem solving, conduct training and advanced technical assistance on the use and application of a full range of hardware, software, Internet, and connectivity.

### **Abilities**

Requires the ability to establish and develop formal plans pertaining to personal, administrative, and computing. Requires the ability to coordinate systems development functions and steps and follow logical progressions, and to think logically, creatively, and in abstract terms. Requires the ability to discuss technical information with users, discern their needs and develop programs, systems, screens, etc., which meet those needs. Must be able

to communicate technical and complex information to non-technical users. Requires the ability to read, understand and apply information from technical manuals and education code regulations. Requires the ability to operate a variety of network equipment, computers, printers, and peripheral equipment. Requires the ability to analyze multi-dimensional technical problems and develop and implement appropriate solutions; read, understand, and apply information from technical manuals. Must be able to select, train and supervise the performance of staff. Requires the ability to work cooperatively and productively with internal and external constituencies. Requires the ability to advocate for shared governance, collegiality, staff cohesiveness and the core values of the institution.

#### **Physical Abilities**

Incumbent must be able to function effectively indoors engaged in work of primarily a sedentary nature. Requires the ability to sit for extended periods of time to accomplish data entry and deskwork. Requires sufficient arm, hand, and finger dexterity in order to use a personal computer keyboard, multi-media presentation, and other office equipment. Requires normal hearing and speaking skills to communicate with staff in one-on-one and group settings. Visual acuity to read printed materials and computer screens.

#### **Education and Experience**

The position typically requires Bachelor's Degree with a concentration in one or more of the following areas: computer science, information technology, networking, microcomputer hardware and software components, microcomputer operating systems, data communications software, or a related area and six years of experience in a networked personal computer hardware/software environment working with various operating systems.

#### **Licenses and Certificates**

May require a valid driver's license.

#### **Working Conditions**

Work is performed indoors where minimal safety considerations exist.

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