FRESNO COUNTY SUPERINTENDENT OF SCHOOLS
CLASSIFIED MANAGEMENT POSITION

TECHNOLOGY OFFICER - INFORMATION SYSTEMS AND TECHNOLOGY

BASIC FUNCTION:
Under the direction of the Deputy Superintendent, Business Services, oversee and coordinate the operations and activities of the Information Systems and Technology Division for the Office of the Fresno County Superintendent of Schools (FCSS); formulate and implement goals, objectives, and priorities for the Application Development and Support team and the Network and Information Systems team; coordinate and direct communications, personnel and resources to meet the technology needs of the FCSS; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
- Advise Deputy Superintendent of all information systems and network engineering issues; make recommendations concerning information systems and technology issues, concerns and system enhancements; prepare written recommendations for the Deputy Superintendent and County Superintendent concerning all relevant responsibilities supported by appropriate rationale, justification, funding requirements and sources of financial support.
- Advocate, communicate and collaborate with internal and external department/program leadership regarding technology needs and capabilities.
- Assume management control and administrative authority as required during emergencies or other circumstances demanding immediate attention and/or informed decision making.
- Author and negotiate complex Memorandums of Understanding (MOUs), contracts, service and partnership agreements with entities that work with the FCSS, in collaboration with Deputy Superintendent.
- Coordinate communications between county office personnel, district representatives, outside organizations, regional and community partners to ensure overall efficient and effective technology operations.
- Develop and implement business continuity protocols to minimize disruption to business operations in the event of emergency situations or data loss.
- Develop, organize, prepare and plan the annual preliminary budget for the Information Systems and Technology Division; analyze and review budgetary and financial data; administer the preparation and maintenance of various narrative and statistical reports, records and files; coordinate grant funding needs and information; control and authorize expenditures in accordance with established limitations; provide documentation, authorization, and/or authentication of financial and procurement documents as required.
- Direct and oversee cybersecurity programs to protect technology systems integrity and data privacy.
- Direct and oversee the overall planning, development, organization, operations and activities of the Information Systems and Technology Division; determine course and scope of technology needs to meet program goals, objectives and priorities.
- Ensure the FCSS is compliant with cyber and information privacy liability insurance.
- Interview, select, supervise, and evaluate the performance of assigned staff; coordinate and direct employee assignments and review work to ensure compliance with established plans, strategies, standards, requirements, and procedures as needed; work with employees to correct identified deficiencies; review recommended transfers, reassignments, disciplinary actions and/or termination.

- Oversee governance and steering committee meetings to formulate high level business, development, and support team recommendations for system wide implementation; oversee project management, software development and quality assurance for system users; coordinate the development of end user training resources and materials.
- Oversee transformative projects, to include full system solutions, end-to-end planning, and oversee each step in the implementation process with the support of the Information Technology (IT) team and functional departments.
- Plan strategies to deliver services for system users to meet defined needs.
- Plan, organize and implement long and short-term programs, services and activities designed to serve FCSS and Fresno County schools and regional partners; monitor program and services to ensure compliance with established rules, regulations, policies, and procedures.
- Plan, organize, control and direct operations and activities related to the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, peripherals, and network systems.
- Prioritize department needs, oversee project timelines; ensure department activities comply with established laws, codes, regulations, policies, and procedures.
- Provide a response to complex cyber-attacks; identify threats and develop defense measures.
- Provide administrative leadership, organization, and supervision.
- Provide direct supervision to ensure the preparation, dissemination, maintenance and revision as required of a county-wide program of information systems and technology, functions as the client's advocate in the development of computer programs.
- Provide highly complex technical expertise, information, and assistance to the Deputy Superintendent regarding information systems and technology; make recommendations concerning information systems and technology issues and concerns; assist in the formulation and development of policies, procedures, and programs; participate in the development and interpretation of legal documents relevant to information systems and technology.
- Provide overall direction for the integration of computer systems including servers, desktop computers, network devices, data structures and programs into a comprehensive system to meet the FCSS data processing needs; ensure the security of FCSS data servers and oversee the coordination of computerized data between governmental agencies.
- Provide oversight in the selection of technology equipment and materials used within instructional and administrative programs.
- Represent the county office at local, regional, state, and federal meetings, conferences, in-services, boards, councils, and events regarding Information Systems and Technology Division.
- Research and forecast emerging computing trends.
- Serve as a member of the Superintendent's Full Cabinet.
- Serve as the guide for technology innovation and implementation and determine technologies in which to invest and procure in partnership.
- Train and provide work direction and guidance to assigned personnel; assign duties and review work to ensure accuracy and completeness; provide input concerning employee interviews and evaluations.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility, and courtesy.
- Maintain a safe work environment.

- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations, or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function, or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:
- Ability to work on a flexible schedule to attend evening and weekend meetings/conferences, as assigned and to coincide with department calendared meetings.
- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.
- Travel within Fresno County, statewide and/or nationwide.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
- Budget preparation and control.
- California fund accounting based on the Standardized Account Code Structure (SACS).
- Computer hardware systems and software applications utilized by FCSS.
- Current technology environments including telecommunications, networks, database administration, programming, media, and desktops.
- Current technology trends in K-12 systems and environment.
- Cybersecurity Framework.
- Cybersecurity technology and methodology.
- Data analysis and/or reporting using data management and manipulation software systems.
- Data communications in a client/server environment.
- Database structures, on-line applications, and capabilities of FCSS computer systems.
- Network technology in local-area and wide-area networks including principles of networking.
- Principles and practices of enterprise business system functionality, structure, implementation, analysis and design, build, test, and deploy.
- Principles and practices of system testing, troubleshooting, analysis, and security administration.
- Principles of router, switch, and firewall configuration.
- Principles of software design, production, documentation, and maintenance.
- Principles, methods and procedures of operating computers, networks and technology equipment.
- Systems design principles and application development programming languages used at FCSS.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:
- Coordinate and direct the planning, design, set-up, development and modification of computer and network systems including Local Area Network (LANs) and Wide Area Network (WANs).
- Ensure the viability of FCSS hardware and software through the establishment of standards for the purchase and disposition of computer related items.
- Ensure proper installation of software, development of databases and maintenance of system servers.
- Make effective presentations in large and small settings.
- Manage budgets.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Ensure proper and timely resolution of issues, concerns and conflicts.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Supervise, train, guide and evaluate the performance of assigned personnel.
- Work confidentially and with discretion.
- Work independently with minimal direction.

EDUCATION AND EXPERIENCE:

EDUCATION:
- Bachelor's degree in computer science, engineering, information systems or related field.
- Master's degree preferred.

EXPERIENCE:
- Five (5) years increasingly responsible experience working in Technology or field related to assigned program, function or instructional area.

LICENSURE AND OTHER REQUIREMENTS:
- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.

WORKING CONDITIONS:

ENVIRONMENT:
- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:
- Bending at the waist, kneeling or crouching; climb or balance.

- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:
Effective: 07/01/2023