

**JOB DESCRIPTION**  
**San Diego County Office of Education**

**Director, Customer Resource Center**

**Purpose Statement**

The job of Director, Customer Resource Center, is done for the purpose/s of planning, organizing coordinating and directing the training, testing and help desk for the computerized information systems for the SDCOE and participating school districts the newly integrated ERP system, and the existing financial information and payroll systems until conversion to the integrated system is complete.

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**Essential Functions**

- Analyzes and maintains customer support levels and needs for the purpose of maintaining a unified and fully integrated technology system.
- Communicates SDCOE MITI team for the purpose of explaining user requests/needs/problem and reporting requirements, and relating feedback and potential solutions to school district personnel.
- Compiles a variety of complex data records and reports distributing to Executive Director, management, school districts as appropriate (e.g. metrics, trends analysis, executive summaries, etc.) for the purpose of analyzing issues, ensuring compliance with organization policies and procedures and/or monitoring program components.
- Consults with school district staff regarding the computer system applications needs for the purpose of identifying issues and developing recommendations.
- Determines CRC priorities based on user requests, establishes timelines legal requirements and other factors for the purpose of meeting required deadlines, assigning work and ensuring user satisfaction.
- Develops and prepares a wide variety of reference, presentation, policy and administrative materials (e.g. plans, budgets, funding requests, reports, analyses, recommendations, procedure manuals, etc.) for the purpose of assuring the timely and accurate development, implementation, testing, revision, maintenance, training and user support of system applications.
- Interprets and explains testing and evaluation results and reports for the purpose of recommending appropriate use of data.
- Operates a variety of equipment (e.g. computers, peripheral equipment, standard business machines, etc.) for the purpose of providing completed activities and delivering services in a timely and efficient manner.
- Organizes, coordinates and directs the help desk, training and testing of the Enterprise Business system for the County Office and participating school districts for the purpose of providing services within established timeframes and in compliance with related requirements.
- Oversees the training, testing and help desk support of Enterprise Business System for the purpose of enhancing productivity of personnel, and achieving department objectives.
- Participates in a variety of meetings within SDCOE and at participating school districts for the purpose of visiting school sites and conducting workshops and in-service training as needed.
- Performs personnel administrative functions for assigned personnel (e.g. hiring, counseling, training, supervising, evaluating, providing professional development opportunities, etc.) for the purpose of maintaining necessary staffing, enhancing productivity of staff, and ensuring necessary department/program outcomes are achieved.

- Prepares and monitors the annual budget for the CRC for the purpose of ensuring that allocations are accurate, overseeing and controlling expenditures, and/or fiscal practices are followed.
- Provides regular updates to the Executive Director, MITI regarding user requests, needs, problems, and reporting requirements for the purpose of communicating feedback and recommending potential solutions to identified needs.
- Researches a wide variety of topics for the purpose of maintaining current knowledge of legal requirements, new legislation, school and district trends and the operation of local, regional and national information systems.
- Schedules system related events (e.g. webinar training sessions, on site training, district-wide announcements, room reservations, training calendars, steering committee presentations, etc.) for the purpose of achieving defined objectives towards the completion of a fully integrated system conversion.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, highly complex, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects and programs; overseeing program financial activities; training, developing and supervising staff; preparing and maintaining accurate records; administering personnel policies and procedures; and analyzing problems and recommending and implementing effective solutions.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: current legacy and developing technologies; pertinent laws, codes, policies, and/or regulations; personnel processes; standard business practices; statistical analysis; current generation and emerging programming methodology; analytical; and accounting/bookkeeping principles.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a variety of job-related equipment. Independent problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: establishing and maintaining effective working relationships; meeting deadlines and schedules; setting priorities; working with multiple projects, frequent interruptions, and changing work priorities; working with detailed information/data and maintaining accurate records; maintaining confidentiality; providing direction and leadership; and trend analysis.

**Responsibility**

Responsibilities include: working independently under broad organizational policies to achieve organizational objectives; managing a department; supervising the use of funds. Utilization of resources from other work units is often required to perform the job's functions. There is some opportunity to effect the organization's services.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 60% sitting, 30% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is required.

Education Bachelors degree in job-related area.

Equivalency Any combination equivalent to a bachelor's degree in information systems, computer science, education or related field and five (5) years of responsible professional experience with computerized information systems. Experience in a supervisory capacity is required.

Required Testing

Certificates

Driver's License & Evidence of Insurability

Continuing Educ./Training

Clearances

Criminal Justice Fingerprint/Background Clearance

Proof of physical examination including TB Screen

FLSA State: Exempt

Salary Range: Classified Management, Grade 50

**Personnel Commission Approved: October 19, 2016**