

SAN MATEO COUNTY OFFICE OF
EDUCATION

CLASS TITLE: COORDINATOR, ENTERPRISE SYSTEMS SUPPORT

BASIC FUNCTION:

Under the direction of the Chief Technology Officer or assigned Director or Manager plan, organize and coordinate operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems,

are,

Collaborate with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions; receive and respond to staff input concerning technology needs.

Provide technical information and assistance regarding technology activities, needs and issues; assist in the formulation and development of policies, procedures and programs.

Communicate with administrators, personnel, school district and outside organizations to exchange information, coordinate activities and resolve issues or concerns; oversee and participate in the preparation, distribution and response to technology-related correspondence.

Operate a variety of computers, servers, peripherals and specialized software; drive a vehicle to conduct work.

Coordinate and conduct a variety of meetings as required.

Attend and participate in various trainings as assigned

Thoroughly document all Help Desk tickets in a timely

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Customer service and help desk standards, practices, techniques and procedures.

Policies and objectives of assigned programs and activities.

Applicable laws, codes, regulations, policies and procedures.

Basic IT Project Management principles.

Cybersecurity, disaster recovery and business continuity best practices

Meet schedules and timelines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and five years of increasingly responsible experience involving the programming, development, operation, analysis, maintenance and repair of computer systems. Masters' degree highly desirable but not required.

LICENSES AND OTHER REQUIREMENTS:

Valid California