

**SAN MATEO COUNTY OFFICE OF  
EDUCATION**

**CLASS TITLE:**

Work with software vendors of administrative systems to prepare instructional presentation materials, including guides on frequently asked questions and other

Determine and define clear deliverables, and roles for team members required for specific projects or initiatives

Provide consultation, training, and technical assistance concerning any County Office-adopted administrative software or application.

Thoroughly document all HelpDesk tickets in a timely manner to ensure there is sufficient information to communicate what the problem was, how it was remediated, and to suggest actions to prevent a similar issue (where appropriate).

Attend and participate in trainings as assigned

Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with others in the professional community

Participate in building and implementing department and team's strategic plan.

Assist in the development of the Integrated Technology Services budget.

**OTHER DUTIES:**

Perform related duties as assigned

**KNOWLEDGE OF:**

Database management and operational best practices for maximum exploitation of interoperability

Operation of all technologies which run SMCOE applications, including but not



