

OAKLAND UNIFIED SCHOOL DISTRICT
Office of the Superintendent of Schools

April 25, 2012

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	AS

TO: Board of Education

FROM: Anthony Smith, Ph.D., Superintendent
Brigitte Marshall, Associate Superintendent, Human Resources Services and Support

SUBJECT: Elimination and Creation of Classified Positions, Reorganization of the Technology Services Department

ACTION REQUESTED

Approval by the Board of Education of Resolution No. 1112-0213 – Elimination and Creation of positions for the Reorganization of the Technology Services Department.

DISCUSSION

1. Implementation of the District's strategic plan means increasing reliance on technology by both OUSD students and staff. Users must be back up and running sooner than ever before. Excellent customer service is paramount.
 - a. One person, the Director of Technology Support & Customer Service, will be responsible for day-to-day operational support for schools
 - i. Helpdesk, computer technicians and infrastructure specialists will be part of the same function to minimize handoffs and streamline communications
 - ii. Resources to handle most school issues
2. Network administration is taking on added importance because reliance on the network and the data center is increasing rapidly
 - a. Increasing use of web applications that are accessed through the internet
 - b. There is a trend away from reliance on the local computer and towards greater reliance on remote servers for most applications and storage ("cloud computing")
 - i. Fewer and fewer applications will be loaded on the local machine
 - c. New tools enable more and more troubleshooting to be done remotely
 - i. Require fewer site visits
 - ii. Reduce user downtime
 - d. So network must be well maintained for reliability and performance
 - i. Added Senior Network Administrator
 - ii. Upgraded Network Administrator I to Network Administrator II
 - iii. Upgraded Network Engineer to Senior Network Engineer

3. Because of the increasing trend towards “cloud” computing , network is key in all architectural decisions
 - a. The Manager, Enterprise Technology, and The Director, Enterprise Network Services, have been combined into a new position “Director of Architecture and Network Administration”.
 - i. Streamlines resolution of network issues by putting both the design and the support of the data centers and network under one roof
 - ii. Ensures network is front and center of all architectural decisions

4. The “Director of Student Systems” has been changed to “Director of Applications Development and Support”
 - a. Responsible for applications that impact both students and adults
 - i. E.g. Aeries, IFAS, Onboarding, Contracts-on-line
 - b. Focus on increasing business efficiency
 - c. Emphasize strong project management

5. Technology is constantly changing
 - a. There are technologies (e.g. tablet computers, cloud computing, social networking, virtualization) that have hit the mainstream relatively recently
 - i. We don’t know what is next
 - ii. But we have to be able to be flexible and constantly re-invent ourselves to exploit and support the changes
 - b. Therefore, Technology Services must be a learning organization
 - i. Will be creating team leads with the primary added responsibility for keeping team members’ skills current and consistent
 - ii. Created room in the budget for substantial professional development
 1. Eliminated 5 senior level positions, only creating 4 senior level positions
 1. Extra budget for team lead stipends, promotions and professional development
 2. Good training is worth additional FTE

6. With frequent turnover, continuing reduction of school administrative staff and many staff in new roles, schools need help using the technology to perform many administrative tasks such as creating their master schedule, taking attendance etc. Help with master scheduling had been provided for many years by Mike Murphy as a volunteer. Since Mr. Murphy passed away in 2011, Tech Services staff have been pulled from their regular jobs to backfill the need. But this situation is not sustainable. A new position, School Business Technology Support Specialist has been created to structurally address this need.

7. This reorganization will help improve the cohesion of the department, but the key to performance will be an organization that is able to work seamlessly across the main functional areas.
 - a. Depends on creating a culture where forming ad hoc teams that cross functional lines is the natural approach to much of the work
 - b. Depends on a close working relationship among the three Directors
 - c. Depends on Directors and team leads to foster a collaborative, team culture

BUDGET IMPACT

Funding for these positions are from General Purpose funds with the Specialist, School Business Technology Support position funded through Microsoft grant funds.

RECOMMENDATION

Approval by the Board of Education of Resolution No. 1112-0213 – Elimination and Creation of positions for the Reorganization of the Technology Services Department.

Technology Services Department

Eliminate:

Position Title/FTE

Director, Enterprise Network Service (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCO

Range 18: \$76,811 - \$98,038

12 months, 261 days, 7.5 hours

Position Title/FTE

Director, Student Systems (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Manager, Enterprise Technology (1.0 FTE)

Salary Schedule/Range

Salary Schedule: ADCL

Range 16: \$74,540 - \$95,141

12 months, 261 days, 7.5 hours

Position Title/FTE

Manager, Technology Services
Support (1.0 FTE)

Salary Schedule/Range

Salary Schedule: ADCL

Range 12: \$61,325 - \$78,270

12 months, 261 days, 7.5 hours

Technology Services Department

Eliminate (continued):

Position Title/FTE

Software Developer III (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 57: \$65,183 - \$87,316

12 months, 261 days, 7.5 hours

Position Title/FTE

Network Engineer (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 57: \$65,183 - \$87,316

12 months, 261 days, 7.5 hours

Position Title/FTE

Network Administrator I (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 50: \$51,013 - \$68,300

12 months, 261 days, 7.5 hours

Technology Services Department

Create:

Position Title/FTE

Director, Applications Support and
Development (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 21: \$85,819 - \$109,534

12 months, 261 days, 7.5 hours

Position Title/FTE

Director, Architecture and Network
Infrastructure (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 21: \$85,819 - \$109,534

12 months, 261 days, 7.5 hours

Position Title/FTE

Director, Technology Support and
Customer Service (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 19: \$77,840 - \$99,344

12 months, 261 days, 7.5 hours

Technology Services Department

Create (continued):

Position Title/FTE

* Senior Network Administrator (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 64: \$77,489 - \$103,842

12 months, 261 days, 7.5 hours

Position Title/FTE

* Senior Network Engineer (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 64: \$77,489 - \$103,842

12 months, 261 days, 7.5 hours

Position Title/FTE

* Software Developer IV (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 64: \$77,489 - \$103,842

12 months, 261 days, 7.5 hours

Position Title/FTE

* Specialist, School Business
Technology Support (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 45: \$42,977 - \$57,614

12 months, 261 days, 7.5 hours

* A Meet and Confer has been conducted with the appropriate bargaining unit. Though they have agreed these positions should move forward for Board consideration, they have elected to conduct further research to determine consistency with other existing job classifications within their unit prior to agreeing with the job description. Should their research raise a concern, another meet and confer will be scheduled.

OAKLAND UNIFIED SCHOOL DISTRICT
Office of the Superintendent of Schools
April 25, 2012

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	B2

**RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT
Resolution No. 1112- 0213**

Eliminate

- Director, Enterprise Network Service -
 - Director, Student Systems -
 - Manager, Enterprise Technology -
- Manager, Technology Services Support -
 - Software Developer III -
 - Network Engineer -
 - Network Administrator I -

Create

- Director, Applications Support and Development -
- Director, Architecture and Network Infrastructure -
- Director, Technology Support and Customer Service -
 - Senior Network Administrator -
 - Senior Network Engineer -
 - Software Developer IV -
- Specialist, School Business Technology Support -

WHEREAS, it is the goal of the Oakland Unified School District to ensure organizational effectiveness, efficiency and accountability to further student achievement; and

WHEREAS, it is the intent of the District to develop a structure which focuses on providing high standards of service and increasing accountability across the system; and

WHEREAS, the reorganization of the Technology Services Department aligns with the District's Strategic Plan for a Full Service Community School District, and

NOW, THEREFORE, BE IT RESOLVED that the Board of Education hereby determines that the positions below herein enumerated as "eliminate" are hereby eliminated, and the positions enumerated below as "create" shall be established on the salary schedule/range as stated herein, effective 12:01 a.m., July 1, 2012, as follows:

Technology Services Department

Eliminate:

Position Title/FTE

Director, Enterprise Network Service (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCO

Range 18: \$76,811 - \$98,038

12 months, 261 days, 7.5 hours

Technology Services Department

Eliminate (continued):

Position Title/FTE

Director, Student Systems (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 20: \$81,736 - \$104,305

12 months, 261 days, 7.5 hours

Position Title/FTE

Manager, Enterprise Technology (1.0 FTE)

Salary Schedule/Range

Salary Schedule: ADCL

Range 16: \$74,540 - \$95,141

12 months, 261 days, 7.5 hours

Position Title/FTE

Manager, Technology Services
Support (1.0 FTE)

Salary Schedule/Range

Salary Schedule: ADCL

Range 12: \$61,325 - \$78,270

12 months, 261 days, 7.5 hours

Position Title/FTE

Software Developer III (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 57: \$65,183 - \$87,316

12 months, 261 days, 7.5 hours

Position Title/FTE

Network Engineer (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 57: \$65,183 - \$87,316

12 months, 261 days, 7.5 hours

Position Title/FTE

Network Administrator I (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 50: \$51,013 - \$68,300

12 months, 261 days, 7.5 hours

Technology Services Department

Create:

Position Title/FTE

Director, Applications Support and
Development (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 21: \$85,819 - \$109,534

12 months, 261 days, 7.5 hours

Position Title/FTE

Director, Architecture and Network
Infrastructure (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 21: \$85,819 - \$109,534

12 months, 261 days, 7.5 hours

Position Title/FTE

Director, Technology Support and
Customer Service (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 19: \$77,840 - \$99,344

12 months, 261 days, 7.5 hours

Position Title/FTE

* Senior Network Administrator (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 64: \$77,489 - \$103,842

12 months, 261 days, 7.5 hours

Position Title/FTE

* Senior Network Engineer (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 64: \$77,489 - \$103,842

12 months, 261 days, 7.5 hours

Position Title/FTE

* Software Developer IV (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL

Range 64: \$77,489 - \$103,842

12 months, 261 days, 7.5 hours

Technology Services Department

Create (continued):

Position Title/FTE

* Specialist, School Business
Technology Support (1.0 FTE)

Salary Schedule/Range

Salary Schedule: WTCL
Range 45: \$42,977 - \$57,614
12 months, 261 days, 7.5 hours

and,

BE, IT FURTHER RESOLVED, that the Board authorizes 8.0 FTE for the newly created positions in the Technology Services Department.

Passed by the following vote:

AYES: David Kakishiba, Gary Yee, Christopher Dobbins, Alice Spearman,
Vice President Jumoke Hinton Hodge and President Jody London

NOES: None

ABSTAINED: None

ABSENT: Noel Gallo

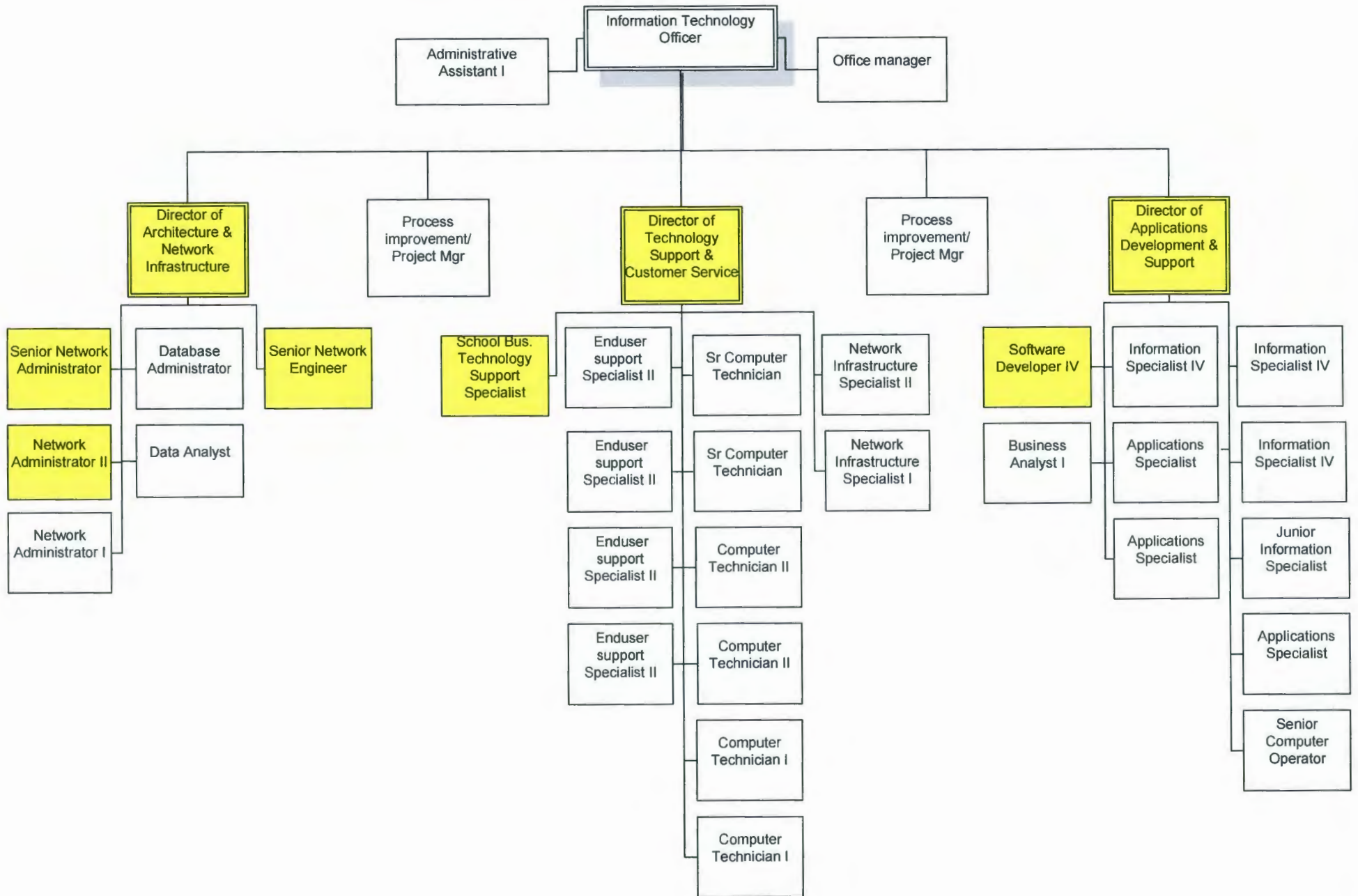
I hereby certify that the foregoing is a full, true and correct copy of a Resolution passed at a Regular Meeting of the Board of Education of the Oakland Unified School District held April 25, 2012.



Edgar Rakestraw, Jr.
Secretary, Board of Education
Oakland Unified School District

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	YJ

Oakland Unified School District Technology Services 2012 - 2013



Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	82



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Director, Applications Support and Development	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Technology Services	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 Days/7.5 Hours
ISSUED:	Created: April 2012	SALARY GRADE:	CFCA 19

BASIC FUNCTION: Direct the development and support of applications used by District staff and students to further the educational mission of the District, and to improve business efficiency. Maintain confidentiality of all personnel matters; some duties may involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

E = Essential Functions

Organize and direct the execution of operation level systems, analysis, design programming, testing, implementation and documentation to ensure that systems are operating efficiently. **E**

Manage the support of applications used within the District which were developed by OUSD District staff and by third party vendors. **E**

Manage vendor relationships to optimize the performance, utility, reliability and availability of applications used by the District. **E**

Research, evaluate and recommend applications that can help the District achieve its strategic objectives. **E**

Make recommendations to the Information Technology Officer on changes to technologies, procedures, resource allocations, priorities and other factors that can help improve applications to meet the constantly changing needs of users, and lead implementation of agreed upon recommendations. **E**

Establish and implement internal operational policies and procedures for system level development efforts. **E**

Ensure District staff complies with all state and federal data reporting requirements. **E**

Manage the day-to-day demands on staff time to meet the operating and instructional needs and deadlines of the District against constantly competing priorities. **E**

Lead, motivate, train and manage staff to provide excellent customer service in a resource scarce, demanding environment. **E**

Keep abreast with changes in technology, and design and implement processes to enable staff to keep their skills and technical knowledge current. **E**

Design and implement processes that continually improve service quality. *E*

Design and implement processes that continually improve staff efficiency and utilization of resources. *E*

Assist the Information Technology Officer to create and manage the budget. *E*

Work closely with other members of Technology Services to ensure the service needs of users are met in a timely manner. *E*

Assist the Information Technology Officer and the Process Improvement/project managers to design, develop and implement applications and processes to improve business efficiency across the District. *E*

Manage complex projects. *E*

Work as a project team member with other members of Technology Services or other OUSD staff on projects that further the mission and objectives of the District. *E*

As a member of the Technology Services management team, assimilate changes in technology, the District, K-12 education, and the business environment to develop strategies to exploit and manage change. *E*

Hire, direct, supervise and evaluate assigned staff. *E*

Provide cross-training to other staff members within the department. *E*

Attend job related meetings. *E*

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

TRAINING, EDUCATION AND EXPERIENCE: A Bachelor's degree from an accredited four year college or university with a major in business administration or a technology related field, and seven years professional experience including three years of management or supervisory experience.

Masters degree preferred

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Trends in technology, especially those pertinent to K-12 public school districts

Technical terminology

Principles, methods, techniques, procedures and practices used in the development and implementation of information systems and programs

Principles of continuous improvement

Process re-engineering methodology

Project management methodology

State and Federal data reporting requirements for K-12 school districts

Planning, organization and coordination needed for assigned program

Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of District students

Correct English usage, grammar, spelling, vocabulary and punctuation

Computer software, hardware, and related technology

ABILITY TO:

Analyze and solve problems, especially the ability to deduce coherent solutions from diverse views and complex data

Exercise good judgment to manage time and resources and adjust priorities wisely in a fast-paced , demanding environment

Take personal initiative to implement complex solutions with minimal direction

Actively listen

Think strategically

Quickly learn new things

Work with colleagues with tact, patience, and courtesy.

Work effectively and contribute in a collaborative, team environment

Work in a matrixed, cross-functional organization

Manage complex projects that span organizational boundaries

Recognize and adjust to continual change

Operate office equipment

WORKING CONDITIONS ENVIRONMENT:

Office environment and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	KS



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Director, Architecture and Network Infrastructure	REPORTS TO:	Information Technology Officer
DEPARTMENT:	Information Technology	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: April 2012	SALARY GRADE:	CFCA 20

BASIC FUNCTION: Under the direction of the Information Technology Officer, manage the overall technology architecture and design of enterprise application systems and evaluate the District's overall information technology (IT) architecture; define the future state application and data integration architecture, and the roadmap for migration from less efficient legacy integration methods; direct, supervise, coordinate, configure, install and maintain the District's enterprise network systems environment including: local and wide area network servers, routers, firewalls and other infrastructure systems, telecommunications and teleprocessing systems and equipment. Maintain confidentiality of all personnel matters; some duties may involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

E = Essential Functions

Collaborate with District staff, vendors, and IT teams to ensure consistency with enterprise and data architecture frameworks. **E**

Design and plan enterprise infrastructure services, including integration, internet collaboration, security, hardware/software, and network. **E**

Collaborate with project teams to build integration solutions based on best practices. **E**

Define and communicate the technical direction for the District with respect to hardware/software and network. **E**

Develop and maintain architectural framework models to include network, data, and application strategies. **E**

Define the strategic plan for technology transitions. **E**

Develop briefing materials and communication plans to include producing high-level designs, architectural blueprints, and technical documents; present plans to staff and community. **E**

Coordinate the development of the information technology architecture for the District which includes applications, data, hardware, software, network, and other dimensions which cover all aspects of information technology. **E**

Coordinate Business Information Technology Strategic Plan to identify creative, technically-sound, and cost-effective approaches to address business needs and ensure that information technology is effectively employed. **E**

Communicate technical innovations to departments and assist departments in developing proposals for automation projects. **E**

Oversee the management of highly-complex projects and assist upper-level management to transfer new technologies into the organization in a timely fashion. **E**

Ensure IT projects are planned, organized, monitored, and delivered on time within budget. **E**

Direct, supervise, coordinate, configure, install and maintain the District's enterprise network systems environment including: local and wide area network servers, routers, firewalls and other infrastructure systems, telecommunications and teleprocessing systems and equipment. **E**

Plan, install, configure and monitor network cabling and operating systems, bridges, routers, primary and secondary server computers, peripherals and associated software; install network hardware and configure internal components of computers to be utilized as network servers and workstations. **E**

Prepare cost analysis of proposed and existing network services, recommend contractual charges, service providers, and cost control measures. **E**

Assist network equipment providers in configurations designed to ensure optimal efficiency. **E**

Provide technical support regarding network operations, problems and malfunctions; perform diagnostic tests, note symptoms, and gather relevant problem/malfunction facts and data; analyze symptoms of network user problems/malfunctions and determine appropriate action in a timely manner. **E**

Manage user passwords and profiles in the security system; conduct routine audits of the system's security information and review system/application access. **E**

Develop and deliver volume and usage metrics analysis and reports that illustrate system, transaction, and bandwidth usage by site; correlate these metrics to priorities for network related initiatives; maintain and operate network monitoring and diagnostic equipment for capacity planning, preventative maintenance and diagnostic purposes. **E**

Maintain accurate records, logs and files related to the assignment of network inventory activities, servicing, operations and functions; prepare network diagrams, flow charts, graphic presentations, and narrative reports to recommend improvements or resolve problems. **E**

Supervise, coordinate, and evaluate assigned staff. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

TRAINING, EDUCATION AND EXPERIENCE: A Bachelor's degree in computer science, information systems or a related field from an accredited four year college or university and seven years of progressive, directly related experience in information systems architecture with multiple hardware platforms, network, operating systems, databases, and application development platforms, and in network analysis and administration including the design, implementation, and maintenance of LAN/WAN servers, teleprocessing, and telecommunications system operations.

Master's degree in computer science or information systems preferred.

LICENSES AND OTHER REQUIREMENTS:

Certification as a Microsoft Certified Engineer (MCSE), Cisco Network Certification (CCNA, CCNP or CCIE) or equivalent with specialization in internet communications

Certification in Linux (LPI/RHCE), Novell (CNE), Network Security (CISSP/SSCP), Sun Certified System Administrator (SCSA), VMware Certified Professional (VCP), Federated Enterprise Architecture Certification desired

There is no substitute for required certificates

Valid California Driver's License

Employment eligibility will include fingerprints, Tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Methods to interpret, apply, and explain rules, regulations, policies, and procedures related to the work

Service Oriented Architectures (SOA)

Enterprise Architect framework at an enterprise level including The Open Group Architecture Framework (TOGAF)

Application integration

Data warehousing/business intelligence

Network architectures

Computer software, hardware, and related technology

Microsoft, Novell, UNIX, AS400, and Linux Servers, Active Directory, exchange, DHCP, IIS, internal and external DNS, DMZ, WINS, LAN/WAN technologies; including Ethernet, Token Ring, Routing Protocols, TCP/IP PX/SPX, and Apple Talk network protocols

Basic scripting and automation techniques using VBS, WSH, PERL or equivalent

Network security principles and design, including firewall systems, intrusion detection systems and enterprise virus monitoring, protections and containment procedures

Internet content delivery systems including proxy servers, caching engines and content filtering systems

Telecommunications network design

State and federal laws and regulations relating to telecommunications, teleprocessing, and networks

Information system network terminology and telecommunications policies, procedures, and vendors

Installation of data/voice communications networks, telephone systems, and related software and hardware

Desktop computer hardware and software; including operating systems and applications software

Current trends, techniques and general principles in office technology

Communication linkage and networking methods, procedures and techniques

Standard communications and line protocols

Basic applications and capabilities of designated software and hardware products and operating systems

Designated terminal operation, telecommunications, language, coding, and applications

Strategies and techniques for customer service

Interpersonal skills using tact, patience, and courtesy

Principles and practices of supervision and evaluations

Other duties as assigned

ABILITY TO:

Manage complex projects that span organizational boundaries, including work planning, scheduling, measuring and reporting

Develop conceptual frameworks and apply state-of-the-art technology to the management and administration of enterprise network assets

Make sound, independent decisions within established guidelines

Communicate clearly and effectively orally and in writing

Prepare clear, concise and accurate documentation, reports of work performed and other written materials

Establish and maintain effective customer-focused working relationships with managers, customers, vendors, consultants, employees and others encountered in the course of work

Apply specialized knowledge in LAN/WAN, telecommunications systems, data communications, hardware and software systems

Establish and maintain logs, records, lists, fact sheets, and files regarding specialized transactions, procedures, and policies

Prepare user guides and a variety of statistical and narrative reports

Determine networking, teleprocessing and telecommunications equipment, software programs, and materials to meet user requests

Operate a variety of computer peripheral equipment including microcomputers and designated software

Coordinate and monitor teleprocessing and telecommunications networking activities with outside service providers/agencies

Analyze and solve problems, especially the ability to deduce coherent solutions from diverse views and complex data

Exercise good judgment to manage time and resources and adjust priorities wisely in a fast-paced , demanding environment

Take personal initiative to implement complex solutions with minimal direction

Listen

Think strategically

Quickly learn new things

Work effectively and contribute in a collaborative, team environment

Work in a matrixed, cross-functional organization

Recognize and adjust to continual change

**WORKING CONDITIONS:
ENVIRONMENT:**

Office environment and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	JS



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Director, Technology Support and Customer Service	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Technology Services	CLASSIFICATION:	Classified Management Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: April 2012	SALARY GRADE:	CFCA 18

BASIC FUNCTION: Lead the day-to-day technical support and the continual improvement of customer service for users of technology in schools and business departments in the District, and develop and implement strategies and programs to raise the capabilities of end-users to benefit from technology. Maintain confidentiality of all personnel matters; some duties may involve access to confidential information concerning employer-employee relations.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

E = Essential Functions

Manage the end-to-end delivery of day-to-day technology support to District users, from the receipt of service requests to the resolution of the user's issue to the user's satisfaction. **E**

Lead, motivate, train and manage staff to provide excellent customer service in a fast paced, resource scarce, demanding environment. **E**

Collect and analyze pertinent data to identify issues that impede the delivery of good customer service, and develop and implement solutions to continually improve customer service, especially in response to changes in technology, organization, financial resources, user needs, or other factors. **E**

Recommend and implement service standards to measure team performance and to manage user expectations. **E**

Develop and implement strategies and programs to raise the capabilities of end-users to benefit from technology. **E**

Keep abreast with changes in technology, and design and implement processes to enable staff to keep their skills and technical knowledge current. **E**

Develop and maintain reports to monitor service performance. **E**

Design and implement processes that continually improve service quality. **E**

Design and implement processes that continually improve staff efficiency and utilization of resources. **E**

Assist the Information Technology Officer to create and manage the budget. **E**

Work closely with other members of Technology Services to ensure the service needs of users are met in a timely manner. **E**

Work as a project team member with other members of Technology; alert the Information Technology Officer in a timely manner to issues that might cause the delivery of service to fall short of user expectations. **E**

As a member of the Technology Services management team, assimilate changes in technology, the District, K-12 education, and the business environment to develop strategies to exploit and manage change. **E**

Manage complex projects. **E**

Hire, direct, supervise and evaluate assigned staff. **E**

Provide cross-training to other staff members within the department. **E**

Attend job related meetings. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

TRAINING, EDUCATION AND EXPERIENCE: A Bachelor's degree in business or a technology related field from an accredited four year college or university and seven years experience managing customer service teams (e.g. helpdesk, call center, field service technicians, trainers etc)

Master's degree preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Trends in technology, especially those pertinent to K-12 public school districts

Technical terminology

Basic troubleshooting of computers, mobile devices, peripherals and simple networking devices

Continuous improvement methodology

Project management methodology

Planning, organization and coordination needed for assigned program

Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of District students

Correct English usage, grammar, spelling, vocabulary and punctuation

Computer software, hardware, and related technology

ABILITY TO:

Analyze and solve problems, especially the ability to deduce coherent solutions from diverse views and complex data

Exercise good judgment to manage time and resources and adjust priorities wisely in a fast-paced, demanding environment

Take personal initiative to implement complex solutions with minimal direction

Actively listen

Think strategically

Quickly learn new things

Work with colleagues with tact, patience, and courtesy

Work effectively and contribute in a collaborative, team environment

Work in a matrixed, cross-functional organization

Manage complex projects that span organizational boundaries

Recognize and adjust to continual change

Operate office equipment

WORKING CONDITIONS

ENVIRONMENT:

Office environment and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	82



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Senior Network Administrator	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Technology Services	CLASSIFICATION:	Classified
FLSA:	Non-exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: April 2012	SALARY GRADE:	WTCL 64

BASIC FUNCTION: Mentor and lead Network Administrators I and II to perform complex technical duties related to the maintenance, troubleshooting and support of data centers and distributed computer networks, installing related hardware, software, and peripheral equipment. Develop and manage projects. Provide user training. Keep the knowledge and skills of the Network Administrators current.

DISTINGUISHING CHARACTERISTICS:

Takes initiative, exhibits leadership and works with minimal supervision and requires the equivalent of a Bachelor's Degree in Computer Science, Information Technology or similar field and five years of experience.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

E = Essential Functions

Mentor and lead Network Administrators I and II to perform complex technical duties related to the maintenance and support of distributed computer networks, installing related hardware, software, and peripheral equipment. **E**

Work with and assist the Senior Network Engineer(s) and the Director of Architecture and Network Infrastructure to develop and implement new distributed network architectures. **E**

Troubleshoot and administer central network systems. **E**

Monitor and maintain servers, routers and other equipment for potential hardware or software failure or breach of district security policies and procedures. **E**

Provide technical support to users regarding hardware, software, and network related problems. **E**

Provide specialized user support services including the timely diagnosis and resolution of problems and malfunctions in computer applications. **E**

Research and evaluate computer and network software and hardware to determine their utility, and make recommendations to the Director of Architecture and Network Infrastructure. **E**

Install, maintain, and repair Local Area Networks. **E**

Monitor the network and take measures to ensure reliability and availability. **E**

Lead the Network Administrators I and II to continually optimize computer and network performance. **E**

Identify problem sources to resolve hardware and software failures and malfunctions *E*

Document problems relating to hardware, software, and networks, resolving them independently or referring them to appropriate staff or outside vendors as needed. *E*

Participate in training and retraining of users as required. *E*

Perform setup and installation of computers, networks, peripherals, and software for users. *E*

Prepare hardware, software, and procedural documentation. *E*

Work cooperatively with other department staff in assisting and resolving user technical problems. *E*

Maintain current knowledge of technological advances in computers and peripheral equipment, software, operating systems, and networks and provide leadership and mentoring to the Network Administrators I & II to keep their skills and knowledge current. *E*

Administer the District's e-mail system, virus protection, filtering and data back-up and restoration. *E*

Serve as Project Manager for significant network projects such as upgrades or functionality assessments. *E*

Provide cross-training to other staff members within the department. *E*

Attend job related meetings. *E*

Develop and manage projects

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

TRAINING, EDUCATION AND EXPERIENCE: a Bachelor's degree in Computer Science, Information Technology or similar field and five years of experience.

Preferred Experience:

- Administration of a wide area network and data center and related maintenance of application and operating systems including data back-up and recovery that result in the continual improvement of network and server reliability, availability and performance
- Setup and administration of DNS and DHCP servers
- Network Operating Systems including Microsoft Windows, Linux, and Novell.
- Server technologies including SQL, Exchange and IIS.
- Administration of user and computer accounts, including email accounts, group policies, scripting and security rights assignment
- Software evaluation, selection, and installation
- Monitoring tools evaluation, selection, implementation and use
- User training and support
- Field experience serving school sites or supporting remote locations
- TCP/IP including sub-netting and routing
- Basic Cisco IOS configuration
- Project management
- Mentoring and training other network administrators

LICENSES AND OTHER REQUIREMENTS:

At least one of the following certifications is preferred: MCSE, CISSP, CCNP, CCIE, or MCSA

At least one of the following certifications is required: MCSE, CCNP, CCIE, or MCSA

Valid California Driver's License

Employment eligibility that may include fingerprints, tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Administration of a local area network, and related maintenance of application and operating system including data back-up and recovery

Setup and administration of DNS and DHCP servers

Network Operating Systems including Microsoft Windows, Linux, and Novell

Server technologies including SQL, Exchange and IIS

Administration of user and computer accounts, including email accounts, group policies, scripting and security rights assignment

Software evaluation, selection, and installation

TCP/IP including sub-netting and routing

Basic Cisco IOS configuration

Project management

User training and support

ABILITY TO:

Administer and troubleshoot wide area network technologies

Analyze and evaluate instructional and office technology problems and advise solutions

Manage and troubleshoot databases and networks

Train staff to run systems; identify and solve problems, and apply new developments in technology

Develop training materials and facilitate staff training on instructional and office technology

Communicate effectively and successfully both orally and in writing

Interact well with inter and intra-office personnel and outside agents

Analyze, solve and complete tasks independently with minimal supervision

Transport computer equipment weighing up to fifty pounds to and from various locations; and other duties as assigned

Manage projects

Provide user training

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; fast-paced work; constant interruptions; moderate noise level

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person and on the telephone; seeing to read, write and use computer; sitting or standing for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	AS



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Senior Network Engineer	REPORTS TO:	Director of Architecture and Network Infrastructure
DEPARTMENT:	Technology Services	CLASSIFICATION:	Classified
FLSA:	Non-exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: April 2012	SALARY GRADE:	WTCL 64

BASIC FUNCTION: Assist the Director of Architecture and Network Infrastructure to design, develop and implement continual improvements to the multi-site applications and network environment, and provide the mentoring, documentation, training and level three support to the network engineers and network administrators to maintain that environment.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

E = Essential Functions

Provide guidance to the network engineers and system administrators to monitor and maintain servers, routers and other equipment for potential hardware or software failure, or breach of District security policies and procedures. **E**

Lead the development of security standards and ensure conformance with the overall objectives of Technology Services. **E**

Work closely with other Technology Services personnel to coordinate and facilitate changes needed for departmental projects. **E**

Provide guidance to more junior network engineers and system administrators to maintain routing equipment, firewall equipment, server systems, and telecommunications systems (T1, frame-relay, DS3, Ethernet). **E**

Provide guidance to the more junior network engineers and system administrators to manage and frequently update network configuration settings for internal and external systems, including DNS, DHCP and firewall settings. **E**

Accurately document all new system implementations and modifications to existing systems (moves, adds, changes). **E**

Assist the Director of Architecture and Network Infrastructure to design and develop the network services architecture and implementation of new network systems. **E**

Provide guidance to the more junior network engineers and system administrators to maintain existing systems, ensuring that proper fail-safe and failure recovery and security procedures are followed. **E**

Provide technical assistance to staff, internal and external to Technology Services. **E**

Build server systems and create router and switch configurations. **E**

Research and provide expertise on integration of third party software and tools. **E**

Research, recommend and implement monitoring tools that can improve network performance, reliability and availability

Provide guidance to the network engineers and system administrators to administer the LAN/WAN networking environment, including maintaining user accounts, network printer configuration, backup systems, Voice-over-IP and voicemail systems. **E**

Provide third level technical assistance with OUSD Help Desk to coordinate effective resolutions for customer problems. **E**

Actively participate on project teams. **E**

Provide cross-training to other staff members within the department. **E**

Attend job related meetings. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

TRAINING, EDUCATION AND EXPERIENCE: Any combination of education, training and/or experience equivalent to: a Bachelor's Degree in a technology-related field and seven years experience maintaining network systems (servers, routers and other infrastructure equipment) in a multi-site, multi-OS WAN environment.

Experience in hardening server class systems is highly desirable

Experience with any of the following is also desirable: Novell 3.x servers, IPX/SPX protocols, Sun Solaris, AS/400, token ring

The following combination of certifications and experience may be substituted for education: either CCNE or CCIE certification in addition to either MCP or MCSE certification or 6-8 years experience maintaining network systems in a multi-site environment

LICENSES AND OTHER REQUIREMENTS:

A minimum of one of the following certifications: CCNA, CCNE or CCIE

MCITP, MCP, MCSE, and CISSP certifications preferable

Valid California Driver's License

Employment eligibility that may include fingerprints, Tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

URL filtering, SMTP gateways and antivirus systems

The design/support of Cisco equipment (including PIX, routers, switches, content engines, VPN, VLAN methods, QOS methods, NAT methods, system monitoring and maintenance), Microsoft Active Directory, DNS, DHCP, and routing protocols (including OSPF and EIGRP)

Voice-over-IP systems

Cisco Voice-over-IP components, including Call Managers, voice mail systems, router SRST modules, and telephone handsets

ABILITY TO:

Troubleshoot routing and connectivity issues, security issues and NOS configuration issues

Effectively present information to Oakland Unified School District customers and top management

Actively participate in meetings

Works as a team member

Works with internal and external customers

Understand WAN related problems within area of expertise

Design, implement, and troubleshoot Local Area Networks (LANs) and a Wide Area Network with over 100 sites

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; fast-paced work; constant interruptions; modest noise levels

PHYSICAL DEMANDS:

Using hands to handle, or feel objects, tools, or controls and reaching with hands and arms; speaking clearly and concisely in person and on the telephone; seeing and reading fine print; hearing and understanding in person and on the telephone; frequent standing and sitting; occasional walking, climbing stairs, stooping, kneeling, crouching, or crawling; frequent lifting and/or moving up to 10 pounds to access files, binders, books, etc.; and occasional lifting and/or moving equipment up to 30 pounds.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	RJ



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Software Developer IV	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Technology Services	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: April 2012	SALARY GRADE:	WTCL 64

BASIC FUNCTION: Under limited supervision, lead team members performing all phases of system life-cycle development from inception through deployment and support and maintenance for web-based, client-server and batch applications.

DISTINGUISHING CHARACTERISTICS:

Software Developer II (I) – Perform entry to intermediate-level duties under direct supervision; a Bachelor’s degree and 2-3 years experience or a Master of Science degree and 18 months experience directly related in....

Software Developer III (II) – Perform complex advanced level duties with minimal supervision as a project team member; a Bachelor’s degree and five years experience or a Master of Science degree and three years experience directly related in....

Software Developer IV - Perform the most complex and advanced duties and may serve as a project manager of web application development; a Bachelor’s degree or the equivalent and six to nine years directly related experience in software development, project management activities, computer hardware, software evaluation and selection, systems design, programming, implementation; and end user support and instruction. Serve as a project leader and direct the work of team members. Has responsibility for training other team members.

- Professional working experience with n-tier web-based application design, coding, implementation and troubleshooting using C# .Net and/or VB .Net, JavaScript, HTML, XML, IIS, SQL, and relational database such as Microsoft SQL Server or Oracle, etc.
- Solid understanding and experience of relational database design, development and administration (preferably Microsoft SQL Server).
- Solid understanding and experience of Database Security.
- Solid understanding and experience of Server and Web Application Security.
- Experience working with Software Development/Database Management Tools and Methods (Visual Studio .Net, Microsoft SQL server preferred).

- Experience with Microsoft Windows SharePoint Services and Microsoft Office SharePoint Server preferred.
- Knowledge and experience in Information Systems Project Management.

SKILL	SOFTWARE DEVELOPER/ ENGINEER II (I)	SOFTWARE DEVELOPER/ ENGINEER III (II)	SOFTWARE DEVELOPER/ ENGINEER IV
HTML	2-3 years	3-5 YEARS	6-9 YEARS
DHTML	2-3 years	3-5 YEARS	6-9 YEARS
XML	18 months	2 YEARS	5 YEARS
JAVASCRIPT	18 months	2 YEARS	6-9 YEARS
VBSCRIPT	2-3 years	3-5 YEARS	6-9 YEARS
SQL	2-3 years	3-5 YEARS	6-9 YEARS
Web Application Development using ASP (Active Server pages) or ASP .NET technologies, Programming languages: C# .Net, or VB .Net		3-5 YEARS	6-9 YEARS
Microsoft SharePoint			6 YEARS
Databases Design and Development (Microsoft SQL Server, ACCESS, ORACLE)	2-3 years	3-5 YEARS	6-9 YEARS
Microsoft Internet Information Server (IIS)	2-3 years	3-5 YEARS	6-9 YEARS
Microsoft Visual SourceSafe	2-3 years	3-5 YEARS	6-9 YEARS
Microsoft Visual Studio	2-3 years	3-5 YEARS	6-9 YEARS
Information Systems Project Management			6-9 YEARS

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

E = Essential Functions

Perform the most complex and advanced duties and may serve as a project manager of web application development. **E**

Under minimal supervision, lead new application development and continuing enhancement of existing district-wide web applications. **E**

Serve as a project manager and oversee project management deliverables and activities, such as business requirement analysis, estimating, scheduling, and monitoring tasks for moderately/complex sized projects from initiation through completion. **E**

Perform business requirements analysis and system design analysis on specific initiatives, factoring in issues, dependencies, constraints and impacts to the District-wide use of web applications. **E**

Serve as an expert on the detailed functions, data structure and usage of all in-house built web applications in the areas of Internet/Intranet, Schools, Board, School Enrollment/Placement, Instructional Services,

Financial Services, Human Resources, Payroll, Benefits, Research and Assessment, Procurement and Distribution and other Administrative Applications Systems. **E**

Serve as the primary liaison between Technology Services and administrative or instructional departments, school sites, and external offices; collaborate with user departments to organize and guide the operations and staff of various business offices; develop and implement appropriate procedures. **E**

Understand the issues, goals and objectives of user departments and translate that information into action items and requirements for support by Technology Services. **E**

Communicate to the user departments the capabilities, time lines and constraints of Technology Services. **E**

Integrate the goals and objectives of Technology Services into the services provided to the user departments. **E**

Work independently at a highly technical level through all phases of applications systems analysis, design, programming, testing and maintenance. **E**

Formulate/define system scope and objectives, considering hardware and software limitations, development time, and form of desired results. **E**

Collaborate with District members for implementation or development of complex and intra-departmental systems. **E**

Provide training, guidance and leadership to less experienced analysts/programmers and interns. **E**

Exercise judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions. **E**

Work with other development staff to design, develop, test and implement web based and web enabled applications. **E**

Assist with creating proper project documentation of all stages within the development of any application. **E**

Perform and/or oversee others in project management activities, such as estimating, scheduling, and monitoring tasks for moderately sized projects from initiation through completion. **E**

Assist District staff with questions regarding the functionality of applications. **E**

Promote software from development to test and production. **E**

Work with vendors to research and resolve significant issues with existing packaged software, as well as make recommendations for future enhancements. **E**

Assist District staff with questions regarding the functionality of applications. **E**

Assist with implementation and/or integration of packaged software systems. **E**

Assist with creation and modification of custom reports to display database data. **E**

Provide cross-training to other staff members within the department. **E**

Attend job related meetings. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

TRAINING, EDUCATION AND EXPERIENCE: A Bachelor's degree and six to nine years of directly related experience, or without a Bachelor's degree, ten to twelve years of directly related and increasingly responsible experience in software development, project management activities, computer hardware, software evaluation and selection, systems design, programming, implementation; and end user support and instruction. Degree in Computer Science or Information Systems is preferred.

Experience with as detailed in the chart under "Distinguishing Characteristics" above

Experience beyond ten years may be substituted for education on a year for year basis

Experience as a project leader and directing the work of others

Experience in training others

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility that may include fingerprints, Tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Relational and/or object oriented database technologies (preferably Microsoft SQL Server, ORACLE)

Relational and/or object oriented database design methods

Analysis and design of User Interface

Database Security

Server and Web Application Security

Supporting solutions for Windows operating systems, Web (HTML/Browser)

Wireless application development

Software Development Tools and Methods (Microsoft Visual Studio preferred)

Database Administration on Microsoft SQL Server and ORACLE

ABILITY TO:

Develop software and work with N-Tiered architectures

Communicate effectively both orally and in writing

Implement software configuration management processes

Designing, develop and support Microsoft -based applications

Establish and maintain effective working relationships with others

Make sound decisions within established guidelines

Formulate and express ideas on difficult or complex concepts clearly and effectively in written and oral presentations

Plan, organize and complete tasks efficiently and in accordance with District quality standards

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL ABILITIES:

Consistent mental alertness; sitting or standing for extended periods of time; lift and carry light to moderate weight objects, occasionally more than 35 pounds; push/pull exerting force to approximately 20 pounds, occasionally 35+ pounds; kneeling and bending at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers to operate a computer keyboard and other office equipment, repetitive use of fingers; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and to make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.

Legislative File	
File ID Number:	12-1036
Introduction Date:	4/25/12
Enactment Number:	12-1064
Enactment Date:	4-25-12
By:	KS



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Specialist, School Business Technology Support	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Technology Services	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: April 2012	SALARY GRADE:	WTCL 45

BASIC FUNCTION: Train and assist school administrators, counselors and teachers to use OUSD technology to improve administrative and business efficiency; help achieve the goals of the school; and in particular, help schools create and maintain master schedules that support the objectives and strategies of the school plans.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

E = Essential Functions

Train, coach and assist school site staff to create master schedules that support the objectives and strategies of the school plans. **E**

Train, coach and assist school staff to use basic functions of other administrative technology (e.g. purchasing, making budget transfers, etc...) to improve the efficiency and effectiveness of the administration of the school. **E**

Train, coach and assist school site staff to create and maintain an accurate and comprehensive profile of each student to include, but not limited to, quality attendance accounting, discipline data and other vital student data to expedite required reporting to state and federal agencies. **E**

Assist with the development and implementation of strategies to raise the level of technology proficiency among school site administrative staff to enable schools to benefit from constant advances in business technology. **E**

Create training manuals and reference materials for end-users to supplement training classes. **E**

Create videos, websites and other digital resources for school site staff to use to supplement training classes to help raise staff proficiency in using business technology. **E**

Provide troubleshooting of technology used in schools to improve the timeliness and efficiency of support from Technology Services. **E**

Identify and document useful enhancements to applications for future software development. **E**

Visit schools sites to provide assistance to school staff. **E**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

TRAINING, EDUCATION AND EXPERIENCE: Any combination of education, training and/or experience equivalent to: an Associate's degree or two years of college-level course work and five years experience helping adults use technology, including having created or helped create a school master schedule for at least two years.

Experience beyond two years creating or helping create school master schedules in lieu of other work experience and formal education will be considered.

Experience creating high school master schedules preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

Principles and strategies of creating a school master schedule for middle and high schools

Technical terminology

Basic computer functions including internet search, email and word processing, spreadsheet, and presentation software

Planning, organization and coordination needed for assigned program

Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of District students

Correct English usage, grammar, spelling, vocabulary and punctuation

Computer software, hardware, and related technology

ABILITY TO:

Use a student information system to create master schedules middle and high schools

Train, coach and assist end-users who have varying levels of technology proficiency

Use technology to create multi-media training aides

Use patience and tact in working with end-users

Work to tight deadlines in a demanding work environment

Speak clearly and confidently in front of an audience

Write clearly and concisely

Interpret, apply and explain rules, regulations, policies and procedures

Establish and maintain cooperative and effective working relationships with others

Meet schedules and time lines

Plan and organize work

Quickly learn new things

Operate personal computer, related software, and other office equipment

WORKING CONDITIONS

ENVIRONMENT:

Office environment and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

PHYSICAL REQUIREMENTS:

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write

and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

NON-DISCRIMINATION POLICY:

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.