COORDINATOR II – KERN INTEGRATED DATA SYSTEM - DATABASE

DEFINITION

Under supervision of the Director, the Coordinator is responsible for ensuring the continued, efficient operation of the Kern Integrated Data System, focusing on the database.

The Coordinator II will oversee the planning and development of the technology related to KiDS as well as ensure efficient project planning and oversight of the KiDS AISS and Database Specialist team.

EXAMPLES OF DUTIES

Direct supervision of the Application Integration Solution Specialist and Database Specialist staff, including personnel planning, coaching, professional development, evaluation, and workload scheduling;

design and manage a tiered services structure to manage maintenance and troubleshooting procedures;

in collaboration with the Director, create and monitor project road mapping and prioritizing of projects related to the KiDS platform;

maintain a positive working relationship between third party services team and the KiDS team to ensure adequate allocation of resources to complete design and development of the KiDS platform;

work collaboratively with all KCSOS divisions and external technical consultants to ensure effective technical support for large scale projects;

coordinate services staff in supporting district requests for additional metrics, dashboards or data requests;

meet with KCSOS Staff, site personnel, technicians, teachers, and administrators to identify needs, successes, shortcomings, and plans for resolution or improvement;

enforce documentation and reporting standards;

coordinate, direct and participate in the installation and upgrading of platform versioning and new module implementation;

coordinate staff in the evaluation of modules and products, as well as the development of purchasing proposals;

monitor issue tickets and ensure technical support staff ticket completion rates are within the guidelines and they are documenting and closing tickets as directed;

provide support with trouble-shooting problems;

coordinate work assignments and review work to assure compliance with established standards, requirements, and procedures;

assist with formal and informal technology skills assessment and assist staff with analyzing and interpreting data;

assure proper testing of applications to ensure proper operation;

calculate and prepare cost estimates;

respond appropriately and within reasonable times frames to requests;
work with the leadership to establish department procedures and best practices;

perform other duties as assigned.

QUALIFICATIONS
Knowledge of:
Advanced principles, practices and trends in project management, programming, SQL database, ETL processes and data engineering principles;

computer systems, software, and tools as they pertain to database administration and development;

cloud storage and development platforms (i.e. Azure, AWS, etc.);

database management systems and database management tools such as Microsoft SQL server, Microsoft SQL Server Management Studio, and SQL Server Integration Services;

database performance tuning and optimization;

general testing and debugging methods and database management techniques;

ANSI SQL and supersets as applied in high-volume multiuser SQL-based systems;

cross-platform issues and solutions;

data and systems security standards and practices

Ability to:
Communicate effectively in public, in conference, and in written material;
communicate professionally with various levels of management and staff;

communicate professionally in critical situations, such as presentations and special events;

develop and maintain effective business relationships with external entities;

function in a highly complex environment of varying critical responsibilities;

display excellent organizational skills;

supervise and evaluate assigned staff;

provide exceptional customer service;

provide on-the-job instruction in customer relations and project management techniques;

organize and manage ongoing services to clients;

work effectively with customers of KCSOS on technical projects of substantial importance to the PK-20 educational community within Kern County and the State of California.

Experience:
Minimum of five (5) years of experience working in the Information Technology industry with at least –

Three (3) years of experience supervising staff;

Three (3) years of experience in Information Technology project management.

Education:
Bachelors' degree in information systems, computer engineering or computer science from an accredited college or university.

A Master's degree from an accredited college or university is preferred.

Conditions of employment:
Some positions may require proof of privately owned automobile insurance and possession of a valid California Motor Vehicle operator's license which must be maintained for the duration of the assignment.

Fingerprint clearance by both the Federal Bureau of Investigation and the California Department of Justice is a condition of appointment after all other required job conditions have been met.

Must present verification of completion of Child Abuse Mandated Reporter training or obtain verification within six (6) weeks of hire and annually thereafter, as required by the California Child Abuse and Neglect Reporting Act.

This position is overtime exempt and has a probationary period of one year.

CP: ac
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