

# MONTEREY COUNTY OFFICE OF EDUCATION

## OPERATIONS SPECIALIST II

**Classification:** Classified

**Salary Level:** 42.5

### **DEFINITION:**

Under general supervision of the Operations Planning Officer, the he Operations Specialist II position is responsible for providing operational support by providing operational process design, assessment and analysis consultation aimed at improving efficiency and productivity for all aspects of the organization, administering the MCOE Project Management and Service Tracking system, and providing assistance with oversight, content maintenance, and architecture of the MCOE Website, Extranet, and Intranet.

### **SUPERVISOR:**

Operations Planning Officer

### **POSITION(S) SUPERVISED:**

None

### **QUALIFICATION REQUIREMENTS:**

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative (not an exhaustive list) of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.

### **DISTINGUISHING CHARACTERISTICS:**

Positions in this classification are distinguished from Operations Specialist I by the level of expertise required in system administration, client interaction, process improvements, documentation, and project management. This position requires advanced capacity for identifying and troubleshooting processes and procedures and documenting the findings. In addition, this position requires a working knowledge of project management, the ability to administer a complex project management and service tracking system, and to train individuals on the use of said system. This position also requires the ability to lead project-level teams under the direction of the Operations Planning Officer.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

The following is a list of duties that is representative of the position that includes but is not limited to:

- Conducts needs assessments/interviews for client engagements covering process/quality improvement, productivity enhancement, process automation and performance reporting
- Performs subject matter interviews to collect information for authoring prescriptive process documentation in the form of standard operating procedures and desk manuals
- Provides project management and documentation assistance for process/quality improvement, internal audit recommendations, process automation, performance reporting, and other operationally focused projects

- Assists department managers and staff with their project and service management efforts through MCOE project and service management application support and training
- Guides departments in designing, implementing, calculating and managing data sources for MCOE's key performance indicators (KPI's)
- Administers and maintains organizational performance reporting system including gathering appropriate data for operational performance reporting
- Procures technology purchases based upon MCOE department requests
- Trains users on process automation tools developed by MCOE
- Assists in the review, analysis, and reengineering of operational processes
- Serves as administrator of MCOE project and service management system
- Assists in the administration of the MCOE collaboration system
- Leads and manages regular MCOE Web Site Content Editor meetings and provides guidance support to content editors and approvers
- Identifies, researches, and recommends tools to increase staff productivity
- Provides backup for the performance of all duties of the Operations Specialist I
- Attends various web-based and other training sessions as required
- Prepares and maintains content for the Technology and Information Systems presence in the MCOE website, extranet, and intranet
- Complies with Monterey County Office of Education Board and Superintendent Policies and Administrative Regulations

**OTHER DUTIES:**

Performs other job related duties as assigned

**PHYSICAL AND MENTAL CHARACTERISTICS:**

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, business machines; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in normal conversational distance, on the telephone and addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and to reach overhead; physical mobility sufficient to move about the work environment (office, district, school site-to-site), drive an automobile, and respond to emergency situations; physical strength sufficient to lift 50 pounds and 100 pounds with assistance; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

**REQUIRED QUALIFICATIONS:**

**Education and Experience:**

- Any combination of education or experience equivalent to a high school diploma
- Associate of Arts degree in Computer Science, Business Administration, or related field, supplemented by training and/or coursework in project management, process improvement, and service management.
- Any combination of experience and training including no less than three (3) years of technical support experience in the area of system administration, including no less than one (1) year of

project management, gathering requirements, performing needs assessments, technical writing, process improvement, and quality tools and statistics, which has provided the applicant with the required knowledge and abilities to successfully perform job duties.

### **Knowledge of:**

- Policies, procedures, functions and general principles of Information Technology and Operations
- Modern office procedures and practices, including filing systems, reception and telephone techniques and office equipment including printers and faxes
- Computer application software that includes word processing, database and spreadsheet programs to maintain records and reports
- Needs assessment and requirements gathering and management methodologies
- Methods, tools and techniques used in the implementation of process/quality improvement, process automation, and productivity enhancement across an enterprise
- JIRA, JIRA for Agile, and Microsoft Project for project management
- Microsoft Word, Excel, and Visio for documentation, calculation, and process mapping
- Application of project management methodologies (e.g. Agile Scrum and Kanban)
- Development and ongoing measurement of key performance indicators (KPI's)
- Familiarity with quality tools(e.g. Six Sigma projects such as SIPOC diagrams, Ishikawa diagrams, causal loop diagrams, Pareto charts)
- Best practices for application, networking, and internet support
- Business Process Modeling Notation (BPMN) to illustrate and document processes
- Software development lifecycle and its relation to process automation
- Systems thinking and its applicability to operations and process improvement
- Consulting and change management practice basics
- Familiarity with information architecture for the enterprise and its application in intranet/extranet design
- Administration of website content management systems, project management systems, and web applications

### **Skills and Abilities to:**

- Plan, formulate and execute clerical procedures and directives in accordance with assigned duties and office policies
- Utilize and apply the technology of word processing, database, and spreadsheet applications
- Establish and maintain cooperative relationships with those contacted within the course of work
- Write reports and other technical documentation such as work instructions, standard operating procedures, presentations, and user guides
- Manage projects from planning stage through closure
- Administer project management software across a diverse set of project needs and modalities
- Lead a process discovery meeting and prepare all associated documentation, including process flowcharts, SIPOC diagrams, swim lane diagrams, and requirements
- Utilize various tools such as mind maps, Ishikawa, causal loop, and 5-why's for problem solving
- Gather and manage requirements for process/quality improvement, process automation, and other projects
- Train end users on the use of automated tools to assist with process improvement efforts
- Troubleshoot process issues, regardless of functional area, and develop associated improvement

recommendations

- Establish measurement instruments for key performance indicators (KPI's)
- Implement content architectures and assist with content management for website, intranet, and extranet
- Communicate in English, clearly and concisely, both orally and in writing
- Demonstrate good interpersonal skills at work
- Learn new skills to keep current with technology changes and the operation of new systems
- Manage time effectively between multiple tasks and location, and record time utilization
- Understand and carry out oral and written instructions
- Comply with the department's customer service standards, as outlined in associated policies and procedures
- Effectively implement problem solving techniques
- Multitask and work independently with limited supervision, determine the seriousness of a problem that warrants escalation

**Desirable Qualifications:**

- Project +/-CAPM/PMP certifications preferred but not required
- Experience within a software development environment
- Ability to effectively communicate in Spanish

**Licenses and Certifications:**

Possess an appropriate, valid California Driver's License with evidence of insurability.

Approved:  
02.01.17