

MONTEREY COUNTY OFFICE OF EDUCATION

OPERATIONS PLANNING OFFICER TECHNOLOGY & INFORMATION SERVICES

CLASSIFICATION: Classified Management

SALARY LEVEL: 80

WORK YEAR: 227

DEFINITION:

Under the direction of the Chief Technology and Operations Officer, the Operations Planning Officer is responsible for process evaluation, improvement and implementation, and for the planning, execution and evaluation of related projects according to predetermined timelines, budgets and objectives. This position will lead and manage the activities associated with process improvement, assist with strategic planning, and provide project planning, oversight, reporting, and documentation services to all Monterey County Office of Education (MCOE) divisions. This position shall also build required project teams, lead and manage project implementations and ensure quality control throughout project lifecycles. Provides assistance to department management across the organization in the development and implementation of Standard Operating Procedures (SOP), the development of effective metrics and controls, and offers training and tools to build line management capacity in project management.

SUPERVISOR:

Chief Technology and Operations 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 of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

- Leads process improvement efforts, providing consultation, evaluation, analysis, measurement, recommendation, implementation oversight, remediation, review and reporting
- Develops tools and implements best practices to effectively manage process improvement activities, project planning and execution
- Develops documentation, including Standard Operating Procedures (SOP), user guides, flowcharts, diagrams, as required to ensure effective operations and project implementation
- Develops metrics for evaluating process improvement success and provides project post-implementation evaluation reports to determine how well results are achieved
- Maintains accurate and complete records governing all process improvement projects and activities
- Develops and implements procedures to ensure that process improvement and project management activities are efficiently conducted across all of MCOE

- Manages project development, including charter, justification, team assembly, task plan, oversight, accounting, and reporting, from initiation to closure
- Works with project sponsors and other stakeholders to complete project charters outlining scope, goals, deliverables, communication protocols, required resources, budget and timing
- Develops work breakdown structures for all projects, identifying the estimated effort required for all tasks
- Develops project schedules identifying when all tasks will be performed, tracks actual start and completion dates, and reports on schedule performance
- Serves as liaison between project team members, management, the project sponsor and all stakeholders, effectively communicating expectations and resolving issues as needed
- Manages project implementation, resolving issues as they arise and solving problems as needed throughout the project lifecycle
- Manages project scope, ensuring all changes to scope are documented and approved in accordance with established change management policies
- Determines the need for external contractor/consultant assistance on projects and recruits and manages associated resources if needed
- Tracks and reports on project milestones and provides status reports to project sponsors, executive leadership and other MCOE staff as needed
- Leads, coaches and motivates project team members in order to keep projects on schedule; provides leadership, hands-on assistance and training for project management efforts made by other MCOE management and staff
- Develops and maintains project and department budgets, exercising initiative in developing resources to meet division objectives and providing budgeting input to senior management
- Participates in outside professional activities and training to maintain knowledge on developments in the project management field
- Supervises, trains, and evaluates other project implementation staff as necessary
- Participates in the development of strategic and tactical plans
- Maintains awareness of and ensures compliance with relevant State and Federal laws and regulations, Monterey County Office of Education Board Policies, Superintendent Policies and Administrative Regulations

OTHER DUTIES:

| Performs other job-related duties as required.

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use the 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 40 pounds; 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:

- Bachelor's degree from an accredited institution in business, information engineering, industrial engineering or other related discipline
- Minimum of eight (8) years of relevant work experience
- Minimum of three (3) years of experience managing complex projects in a technical environment
- Equivalent combination of education and experience that provides the required knowledge, skills, abilities and demonstrated competence in project management in a large enterprise environment

Knowledge of:

- Business process mapping, flowcharting, workflow diagramming and the use of SIPOC
- Operational efficiency analysis, business process reengineering and the DMAIC process
- Both theoretical and practical aspects of project management
- Project management phases, techniques, tools and software packages
- Project management principles, concept and best practices
- Agile project management methodologies including Scrum and Kanban
- Soliciting and documenting user requirements, utilizing stakeholder interviews, and developing effective project documentation
- System development lifecycle used for the development of new systems and enhancements to existing information systems
- Advanced concepts and basic operating principles of data communications and information systems hardware and software
- Technical writing and process and system documentation, including RACI
- Management of a technical team, providing vision and developing strategic goals
- Microsoft software products including MS Project, Visio, Word, Excel and Power Point
- Commitment to customer and team-oriented management
- Information Technology Infrastructure Library (ITIL) v3, COBIT, and Six Sigma for quality improvement

Skills and Abilities:

- Expertly analyze data and situations, reason logically and creatively identify problems, draw valid conclusions and develop effective solutions
- Ensure that project status, issues and successes are communicated to project team, stakeholders, sponsors, steering committee and all levels of management and documented appropriately
- Regularly make decisions and take independent action on matters directly affecting project goals, guiding staff and project managers in learning and applying useful decision making approaches.
- Perform research, compile data, and prepare recommendations
- Demonstrate superior collaboration skills and techniques which appropriately define alternate solutions, resolve conflicts, and create lasting, productive partnerships with stakeholders
- Handle broad-based, often complex, communication for internal and/or external audiences, providing a forum and format for ongoing open communication within functional area and among divisions and departments
- Proactively engage stakeholders to identify needs, document existing practice and process, develop and design improvements, set priorities, and implement solutions
- Explain technical concepts in non-technical terms to individuals and groups
- Communicate in English, clearly and concisely, both orally and in writing

- Demonstrate good interpersonal skills to work with students, teachers, administrators, supervisors, co-workers and vendors
- Independently compose documentation, correspondence, reports, and articles describing complex procedures or issues
- Prepare and deliver effective oral presentations
- Ensure that staff is managed effectively including providing professional growth plans, handling discipline and other employee related issues, and serving as a coach/mentor
- Prioritize and schedule office work to meet schedules and timelines
- Implement IT Governance best practices
- Represent the department at meetings
- Prepare and manage departmental budget
- Maintain trouble ticketing database

Desirable Qualifications:

- Project Management Institute certification (PMP)
- Master's degree in a relevant field
- Experience in the educational sector
- Bilingual/Biliterate in Spanish

Licenses and Certifications:

- California Driver's License with evidence of insurability