



Contra Costa County Schools Insurance Group invites applications for:

Information Systems Coordinator

Application Deadline:

4:00 p.m., Thursday, March 30, 2017

Contra Costa County Schools Insurance Group is an Equal Opportunity Employer

THE AGENCY

The Contra Costa County Schools Insurance Group (CCCSIG) is a Joint Powers Authority organized in 1977 for the purposes of self-insuring workers' compensation and health and safety services to its member public school districts in Contra Costa County.

Today, CCCSIG operates a self-insured, self-administered public agency, which is one of the largest of its kind in the State of California. Of the 22 member districts, 20 are K-12 school districts, one County Office of Education and one Community College District. CCCSIG's [Workers' Compensation](#) program encompasses 19 districts, over 22,000 employees and more than \$844 million in payroll, which translates to approximately \$22.2 million in workers' compensation premium. Of the 22 member districts, 7 are also members of the [Health Benefits](#) program.

First accredited by the California Association of Joint Powers Authorities (CAJPA) in 1993, the Group currently is Accredited with Excellence through 2018. CCCSIG is committed to customer service and cost containment for its member districts. Some of the programs implemented by CCCSIG, that have assisted with decreasing the cost and number of workers' compensation claims are a strong early return-to-work program; in-house bill review; an in-house nurse; post offer, pre-employment strength testing; wellness and safety services, which include ergonomic evaluations, trainings and presentations in all areas of wellness and safety; as well as many other resources made available to members.

CCCSIG's commitment to customer service has been evident throughout the numerous independent, as well as State and internal controls audits that have been completed throughout the years, which have all come back with outstanding results.

CCCSIG was recognized by the **State of California** with a "**Fit Business Award**", presented in an awards ceremony to CCCSIG by Senator Tom Torlakson, who is also the Chairperson for the California Task Force on Youth and Workplace Wellness. CCCSIG was recognized in the small business category, for being on the forefront of providing employees a worksite environment that supports healthy choices, as well as recognizing the many programs and procedures that CCCSIG has in place for overall employee wellness.

CCCSIG's overall attitude towards employee health, wellness and safety carries over to its member districts, through the health, safety, and claims services provided and our commitment to enhance the human and financial resources of its members in order to contribute to public education.

POSITION OVERVIEW

The Contra Costa County Schools Insurance Group (CCCSIG) is inviting applications from well-qualified individuals for the position of Information Systems (IS) Coordinator. The IS Coordinator performs a variety of complex technical and project management duties in the day-to-day administration and oversight of CCCSIG's information technology systems, including, but not limited to: maintaining network servers, desktop computers, peripheral equipment, electronic mail, voice mail, call accounting, call recording, Web page administration, Internet access, security systems, database administration, complex report generation, productivity applications, specialized claims management systems, and remote network access for internal staff and District Members, as well as assists with, or provides, the analysis, evaluation, design, development, programming, testing, implementation, documentation and maintenance of all information technology systems. Provides highly complex technical support to management.

AN IDEAL CANDIDATE will be enthusiastic, positive and proactive. An ideal candidate will have experience and education as outlined in this job flyer. The ideal candidate will provide excellent customer service to employees, managers and member districts, while ensuring the safety and security of CCCSIG's information technology systems. The ideal candidate will understand and support CCCSIG's employees so that they are better able to assist member public school districts.

COMPENSATION

The salary is a five-step range, **\$5,845—\$7,105/month**. Placement on the salary schedule is dependent upon prior experience. Additional compensation is provided for benefits through an IRC-125 Cafeteria Plan.

Employees earn 8 hours of vacation per month along with 13 paid holidays. Full-pay sick leave is also earned at the rate of 8 hours per month. Retirement benefits are provided through the Public Employees Retirement System and are not coordinated with Social Security. PERS is an employee/employer contributory plan.

APPLICATION PROCEDURE

All application packets must be received by **4:00 p.m. on Thursday, March 30, 2017**. Application packets are to be sent to:

Human Resources Department
CCCSIG
550 Ellinwood Way
Pleasant Hill, CA 94523

Application packets will be held in strict confidence.

SELECTION PROCEDURE

The qualifications of each candidate will be evaluated by a screening committee. Those most qualified will be invited to participate in a personal interview at CCCSIG offices in Pleasant Hill, which will occur on **Tuesday, April 4**. A second interview may be conducted with selected candidates, which would occur on **Friday, April 7**. These dates may be subject to change.

Before final employment decisions are made, references and a background check of the leading candidate(s) will be made to gather information regarding performance and working relationship history.

Must have ability to:

- Assist in overseeing and providing day-to-day management of information systems infrastructure and program.
- Assist with planning, designing, developing, configuring, implementing and testing operating systems, hardware and software.
- Perform complex systems analysis duties.
- Perform highly technical duties in the implementation, maintenance and administration of network/computer operating systems, including servers, database and web page.
- Recommend/implement quality assurance/security procedures.
- Analyze and troubleshoot complex hardware, software, and system and network operating problems.
- Perform highly complex communication system support tasks.
- Provide technical recommendations in planning and evaluating new systems and equipment.
- Learn general operational aspects of all applications utilized.
- Create custom database reports.
- Respond to user network and computer related problems.
- Maintain/provide basic troubleshooting of office equipment.
- Prepare clear and concise administrative and technical reports.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Train others in the use of the management information systems.
- Interpret/apply policies, laws and regulations.

Must have knowledge of:

- Operations, services and activities of a comprehensive information systems program.
- Principles and practices of technical information systems technology program development, administration and implementation.
- Principles and practices of system design, analysis and testing.
- Operational characteristics of IT technology operating systems, including hardware, software; local/wide area network systems.
- Operational characteristics of a variety of communication systems and devices.
- Principles and practices of network design, development and administration (advanced knowledge of troubleshooting technical network and computer system hardware and software problems).
- Methods and techniques of resolving complex network system compatibility and integration issues.
- Computer hardware/software components and characteristics.
- Complex database report creation procedures.
- Principles and practices of quality assurance, system and data security, integrity, backup and recovery processes.
- Principles and practices of project management, website maintenance and customer service.
- Pertinent Federal, State and local codes, laws and regulations.
- Principles and practices of record keeping.
- Office equipment maintenance requirements and procedures.
- English usage, spelling, grammar and punctuation.

RESPONSIBILITIES INCLUDE (but are not limited to):

- Assists with management and coordination of activities and operations of information technology systems services, and programs, including analysis, evaluation, design, programming, development, testing, implementation, documentation and maintenance of large and complex systems, networks, programs and applications.
- Monitors and analyzes computer systems, networks and applications for response time, problem prevention, performance and resource utilization; makes recommendations on system changes to resolve operational problems or to enhance functions and capabilities. May consult with outside agencies and vendors to resolve program, system, operational and procedural problems.
- Assists with the planning, developing and analyzing of additions, changes and enhancements to system software; researches, evaluates, installs and implements new versions and releases for integration into existing systems; determines impact on existing systems and applications; troubleshoots, analyzes and resolves complex hardware and software related problems; coordinates, implements and documents testing procedures.
- Assists with analyzing information system technology needs, recommends solutions and appropriate technology to meet those needs; designs project and resource plans and schedules; develops proposals using cost/benefit analyses; coordinates the installation and evaluation of proposed hardware and software to ensure compatibility with existing systems; provides written reports and presentations on project status.
- Performs network administration duties; monitors network systems to control and support network traffic, devises and implements strategies for connection of other systems through the use of routers, bridges and gateways; installs, configures and manages servers; coordinates the installation and maintenance of information systems equipment, adds applications, users and devices; modifies user profiles; re-sets passwords; performs network file maintenance and other duties.
- Maintains internet site; assists with writing code, creating database connections, develops written technical procedures, provides recommendation for updates and provides training for staff.
- Investigates, analyzes and resolves network-related problems; resolves highly complex compatibility problems; troubleshoots network failures, router problems and telecommunications problems; recommends and implements changes and improvements.
- Performs technical writing duties in the development and production of system and network documentation, to include documentation of all technical procedures, policies, support incidents and their resolution, and instructional manuals.
- Creates custom computer reports, forms and letters using applications utilized by CCCSIG.
- Assists with identifying training issues, coordinating training sessions for end users, and assists in training staff and others in the use of information systems.
- Responds to requests for assistance on desktop and computer related problems including hardware, software, peripheral printers and related equipment.
- Handles daily system tape, and online back-up, data restoration, and offsite media storage.
- Assists in planning, documenting, testing and implementing continuity procedures.
- Administers and maintains telephone, voice mail system; sets up new users and provides individual instructions; maintains and administers telephone back-up system.
- Administers and maintains alarm/security system; sets up and provides support; maintains its security; troubleshoots network and local software and hardware, printing and user problems; evaluates and installs new software and hardware products.

NOTE: Only applicants who follow application procedures will be considered. Any applicant who attempts to directly contact individuals from the Agency with the intent of influencing the decision will be disqualified from candidacy.

EDUCATION/TRAINING & EXPERIENCE GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities necessary are:

Experience: Three to five years of increasingly responsible information systems technology development and analysis; network and/or desktop technical support experience, including two or more years' demonstrated technical work experience in managing a medium-complexity local area network. Experience in the insurance industry, particularly with workers' compensation claims processing, risk management and/or loss control helpful. Experience in a small-to-medium sized organization and a public sector environment that stresses excellent customer service helpful.

Training: Equivalent to the completion of high school supplemented by extensive technical training in network administration most likely through some combination of on-the-job training, college level course work in information systems or a related field, or the completion of a Microsoft Certified Systems Administrator or Certified Systems Engineer course of study. Experience and skills set must be equivalent to this level of technical knowledge.