DIRECTOR OF ENTERPRISE SERVICES

DEFINITION
Under general administrative direction, manages, plans, directs and coordinates the operations and activities of a major section within the District's Information Technology department including, but not limited to managing the District's enterprise operations functions, and the voice and data services (network administration); managing the systems development and programming activities related to the information systems of the District and managing the Central Services technology helpdesk.

DISTINGUISHING CHARACTERISTICS
This is a multi-incumbent class consisting of two IT Directors responsible district wide for managing a set of technical and customer support IT functions. The services and functions include: a) administering the enterprise operations, voice and data services, b) managing the systems development and programming activities related to the enterprise applications of the District.

SUPERVISION RECEIVED AND EXERCISED
Receives general administrative direction from the Assistant Vice Chancellor Information Technology Provides direct supervision to numerous professional, technical as well as other administrative support staff, as assigned.

ESSENTIAL DUTIES
Manage, plan, direct and coordinate the operations and activities of one of the following major sections within the District's Information Technology department:

Enterprise Operations
- Ensure the availability of data/voice network services; manage and supervise the configuration of all new implementations; develop processes and procedures for managing of the current infrastructure; oversee the physical security, integrity and quality control of the network environment.
- Monitor and audit the voice and data functions and activities to ensure compliance with established operational procedures and guidelines.
- Manage and supervise the daily activities of unit personnel to include training, coaching, organizing, planning, and staffing operations; assist staff in designing alternative solutions concerning unusual situations.
- Perform technical and specialized system analysis, as needed; troubleshoot complex network related problems and determine appropriate actions for restoration of normal services.
- Consult and coordinate with other IT Directors to share information regarding network/telecom related issues.
- Develop, implement and maintain network security methods, devices and access control to ensure secure data voice communications.
- Prepare management reports and proposals concerning long-range equipment and staffing needs related to systems; provide technical advice on the design, implementation and documentation of new and revised systems.
- Perform project management functions including set priorities, allocate resources and track progress through completion.

- Problem solve issues by analyzing alternative solutions designed to minimize the impact on the organization.
- Communicate with various committees, district and college departments regarding various solutions to developing and implementing new or ongoing technology.
- Ensure the availability of client/server systems, configuring all new implementations, and developing processes and procedures for ongoing management of the server environment; oversee the physical security, integrity, and quality control of the server environment.
- Observe and measure organizational performance against customer requirements and recommend modifications to existing systems or development of new systems and IT support services.
- Determine fiscal requirements and prepare budgetary recommendations; prepare proposals for capital and operating expenditures, as necessary.
- Perform other duties as assigned.

Systems Development and Programming and Help Desk

- Communicate with management of various district and college departments to help clarify their requests for information and regarding project priority status and expectations regarding appropriate software applications and technology matters.
- Perform project management functions including setting priorities, allocate resources and track progress through completion.
- Manage the Central Services IT Help Desk team and assigned functions.
- Receive and prioritize requests for information, training, operational assistance, application development and other services requiring programmer support.
- Provide the assignments of programming responsibilities and coordinate the work of the systems and programming staff with special attention to team development; develop training program for systems and programming staff, as needed.
- Facilitate meetings with end-users to discuss module deficiencies and programming solutions for modules with in the District's applicable information system.
- Consult and coordinate with unit managers from computer operations, network, and desktop areas to gain and provide information regarding programming projects, problems, methods, and procedures.
- Problem solve issues by analyzing alternative solutions designed to minimize the impact on the organization.
- Provide technical advice on the design, implementation, and documentation of new and revised computer programs and systems.
- Troubleshoot difficult software problems and determine appropriate actions for the restoration of normal services.
- Evaluate and recommend computing equipment alternatives needed for implementing new systems and improving existing ones.
- Analyze the current Enterprise Resource Planning (ERP) system and all aspects of integrated systems.
- Collaborate with technology services and central services information technology personnel to provide ensure the support provided by the helpdesk staff is appropriate for the District.
- Provide technical support to District technology committees to coordinate technology uses throughout the District; assist in developing and establishing department standards and procedures.

- Manage and supervise the implementation and maintenance of district-wide web page design, development and deployment.
- Perform other duties as assigned.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The Education/Experience, Knowledge and Ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Education and Experience:

- Education: Equivalent to possession of Bachelor's degree in Computer Science, Information Systems or related technical field.
- Experience: Five years of increasingly responsible experience in assigned area of expertise, i.e. software development, telecommunications and network administration and server and data storage management.

Knowledge of:

- Principles, theories, methods, practices and trends used in the assigned area of expertise;
- Installation, maintenance, and support of system hardware and management software applicable to.
- assigned area of expertise;
- Staff selection, evaluating and training techniques and documentation.
- Principles and techniques of computer programming, on-line system and data base management systems; data server management and communications/network systems and equipment.
- System software management; characteristics and capabilities of modern computer operating systems, hardware and software;
- An ERP system and all integrated systems.
- Technical report writing;
- Software, hardware and network standards and quality assurance standards.
- Virtual systems and supporting peripheral equipment; understanding of networked/distributed computing environments;
- Principles, theories, methods and practices of effective project management.

Ability To:

- Design and develop effective solutions to resolve system or software malfunctions;
- Understand, monitor and apply effective quality control standards within IT area of expertise;
- Understand and independently carry out complex oral and written instructions;
- Learn, interpret, and successfully apply office policies, procedures, rules and regulations;
- Diplomatically mediate, negotiate and prioritize conflicting demands;
- Be detail oriented with the ability to meet deadlines;
- Use good judgment in recognizing the scope of authority as delegated; analyze situations and make decisions on procedural matters without immediate supervision;
- Analyze projects under pressure of time; maintain the security and confidentiality of specified records and information;

- Communicate effectively in both oral and written form;
- Work effectively under stress;
- Establish and maintain effective work relationships with those contacted in the performance of required duties.

Licenses and Certificates:
- Possession of a valid California Motor Vehicle Operator's License.

Physical and Mental Standards:
- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting**: occasional lifting of papers, files, equipment and material weighing up to 25 pounds.
- **Visual Requirements**: close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking**: ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors**: ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

TYPICAL WORKING CONDITIONS
- Work is generally performed in a standard office environment.

Class Adopted: 9/10/14
Class Amended: 7/1/23