

**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.

**EXAMPLES OF 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.

### **TYPICAL WORKING CONDITIONS**

- Work is generally performed in a standard office environment.

### **MINIMUM QUALIFICATIONS**

#### **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.

### **Education and Experience:**

*Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:*

- 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.

*Class Adopted: 9/10/14*

*Class Amended: XX-XX-XX*