

DIRECTOR OF TECHNOLOGY SERVICES**DEFINITION**

Under general administrative direction plans, organizes, manages and directs the technology support services of the assigned college; coordinates, prioritizes, and delegates daily service requests; supervises, trains, and assigns duties to assigned personnel; trains faculty and staff in the proper operation of various hardware and software related to campus computing and instructional support systems, writes technical specification contracts and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a multi-incumbent class consisting of two IT managers responsible for managing the technology services needs for each assigned college. Those services and functions include: a) desktop computing support, b) instructional labs and classroom support, c) general network installation and connections, d) printer, scanner, fax and multi-function device setup and maintenance, e) local data security support, and f) support for data backups services.

SUPERVISION RECEIVED AND EXERCISED

Receives general administrative direction from the Assistant Vice Chancellor of Information Technologies; Provides direct supervision to numerous technical as well as other administrative support staff, as assigned.

EXAMPLES OF DUTIES

- Plan, supervise and coordinate the operations and activities of the technology services department at the assigned college.
- Direct, supervise, train, evaluate and provide leadership to personnel assigned to the unit and assist them in determining alternative solutions concerning unusual and unforeseen problems and situations.
- Provide guidance in the development and updating of the College and District Technology Plans.
- Plan, organize, coordinate, develop and manage a hardware replacement plan.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Develop, maintain, and evaluate policies, procedures, and standards required to provide flexible and cost-effective technology services essential to quality instruction and administrative processes.
- Plan enhancement strategies for security and disaster recovery processes for technology systems.
- Coordinate collaboration of technology efforts between the two Colleges and Central Services.
- Work collaboratively with appropriate campus committees and managers to develop a program to maximize training, access, and use of technology.
- Collaborate with technology personnel and provide leadership regarding the acquisition, installation, operation, and maintenance of hardware and software systems.
- Serve as liaison on technology issues between colleges and Central Services technology staff.

- Maintain ongoing knowledge of the methods and procedures required to perform the day-to-day operations associated with the maintenance, evaluation, and implementation of computing equipment, both hardware and software.
- Develop and promote opportunities for staff development and professional growth.
- Prepare the annual technology services budget and submit to college leadership the technology needs as part of the College Technology Plan.
- Collaborate with media services leadership and personnel to provide shared guidance and support for mediated instructional classrooms and integration of technology services equipment with media services equipment.
- Interface with vendors and other outside companies and agencies as appropriate.
- Communicate in a manner consistent with essential job functions and make sound decisions in a manner consistent with the essential job functions.
- Plan, organize, develop, and present management reports concerning technology development projects, resource utilization, and operational performance.
- Review, analyze, and evaluate technology service short term and long range planning processes.
- Develop or assist in the development of improved technology services.
- Perform technical and specialized system analysis and technology management functions.
- Participate in advisory and planning committees and groups pertaining to technology services.
- Assist with in-service and training of College and Central Services staff in the use of technology.
- Assure that desktop technology, assigned lab equipment, printers and security camera equipment are repaired and maintained.
- Perform other duties as may be assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in a standard office environment.
- Work may require evening and weekend work

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles, methods, practices and trends concerning telecommunication, network and technology service systems and equipment
- Legal mandates, policies and regulations pertaining to distance learning processes, network and technology services
- Contemporary telecommunication network and technology service hardware and software systems and equipment
- Principles, practices and techniques of organization, supervision, employee motivation and training
- Maintain an understanding of the critical role technology plays in the success of community college students, faculty and staff
- Have a working knowledge of college's facility multimedia equipment and its capacity as well as its limitations and ongoing knowledge of the methods and procedures required to perform the day-to-day operations associated with the maintenance, evaluation, and implementation of computing equipment, both hardware and software.

Ability to:

- Perform responsible and technical system analysis, technology service planning and direction
- Organize, supervise, train and evaluate the work of technology support service personnel
- Prepare and present management reports in a clear and concise manner
- Understand and carry out oral and written directions with minimal accountability controls
- Establish and maintain cooperative working relationships.

Licenses and Certificates:

- Possession of a valid California Motor Vehicle Operator's License desired

Physical and Mental Standards:

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, and reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a keyboard, handle individual papers, write and take notes.
- **Lifting/Pushing/Pulling:** ability to exert up to 50 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.
- **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:** A Bachelor's degree from an accredited college or university in computer science, information technology, education, instructional technology, business administration or related field.
- **Experience:** Five years increasingly responsible technology support experience with instructional and/or administrative technology preferably in a community college setting.

Class Adopted: 9/10/14

Class Amended: XX-XX-XX