

SENIOR DIRECTOR OF INFORMATION TECHNOLOGY

DEFINITION

The Senior Director of Information Technology is a key leadership position responsible for the strategic planning, implementation, and management of critical Information Technology infrastructure, systems, and services that support the district's academic, research, administrative, and student life missions. This role provides vision, leadership, and direction to Information Technology teams and collaborates with stakeholders across the district to ensure the effective and efficient delivery of technology solutions. The Senior Director will oversee significant Information Technology operational areas, manage budgets and resources, and contribute to the overall strategic direction of the district's technology landscape.

SUPERVISION RECEIVED AND EXERCISED

The Senior Director of Information Technology reports to the Vice Chancellor of Information Technology & Institutional Research, and provides supervision to the following Directors: Enterprise Applications, Enterprise Services, Media Services, and Technology Services.

ESSENTIAL DUTIES

- **Strategic Leadership and Planning:**
 - Develop and implement a comprehensive Information Technology strategic plan that aligns with the district's overall mission and goals.
 - Anticipate and address emerging technology trends and their potential impact on the district.
 - Provide strategic advice to senior leadership on technology-related matters.
- **IT Operations and Infrastructure Management:**
 - Oversee the management and maintenance of the district's Information Technology infrastructure, including networks, compute, data centers, and telecommunications systems.
 - Ensure the security, reliability, and performance of all Information Technology systems and services.
 - Develop and implement disaster recovery, business continuity, and other strategic plans.
- **Application and Software Management:**
 - Manage the selection, implementation, and support of enterprise applications, including enterprise resource planning systems, student information systems, learning management systems, and other administrative software.
 - Oversee the development and maintenance of custom applications.
 - Ensure data integrity and compliance with relevant regulations.
- **Technology Services Management:**
 - Manage the delivery of comprehensive technology support services.
 - Provide strategic direction and oversight for the Information Technology service desk and technology services.
 - Ensure the development and implementation of user training programs and documentation for technology resources.
 - Foster a customer-centric approach within the Technology Services division.
- **Media Services Management:**
 - Provide strategic direction and oversight for all media services including classroom technology, audio-visual equipment, video conferencing, and multimedia production.
 - Ensure the availability, functionality, and support of media technology in classrooms, meeting spaces, and event venues.
 - Collaborate with academic departments and event planners to understand and meet their media service needs.

- **Team Leadership and Management:**
 - Provide leadership, mentorship, and guidance to a team of IT professionals.
 - Foster a collaborative and high-performing work environment.
 - Manage staffing, training, and performance evaluations.
- **Budget and Financial Management:**
 - Develop and manage the IT department's budget, ensuring cost-effective and efficient resource allocation.
 - Identify and pursue opportunities for cost savings and revenue generation.
 - Manage vendor relationships and negotiate contracts.
- **Information Security and Compliance:**
 - Develop and implement information security policies and procedures to protect district data and systems.
 - Ensure compliance with relevant regulations and standards.
 - Conduct regular security audits and assessments.
- **Stakeholder Engagement and Communication:**
 - Build and maintain strong relationships with faculty, staff, students, and other stakeholders.
 - Communicate effectively with all levels of the district community regarding IT initiatives and services.
 - Serve as a liaison between the IT department and other district departments.
 - Chair and serve on district-wide committees.

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:** Bachelor's degree from an accredited College or University in Computer Science, Information Technology, or a related field. A Master's degree is preferred.
- **Experience:** A minimum of 5 years of progressive experience in IT management roles, preferably in a higher education environment.

Knowledge of:

- Leadership and management practices.
- Strategic operational planning.
- Principles of budget development and administration.
- Systematic project management models.
- Principles of supervision and performance evaluation.
- Pertinent federal, state and local laws, codes and regulations.

Ability to:

- Provide excellent leadership, communication, and interpersonal skills.
- Develop and implement successful strategic plans.
- Manage budgets and financial resources effectively.
- Manage complex systems.
- Establish and maintain effective working relationships.
- Analyze and assess institutional needs and make recommendations.

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.

**Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.*

TYPICAL WORKING CONDITIONS

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

Class Adopted: 1/1/2019

Class Amended: 4/1/2025