



College Director, Technology Services

Management Range: 18

Board Approved: 06/08/2023

P. 1|3

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Under the direction of the appropriate administrator, provides leadership for all aspects of campus technologies, which include academic, student services, campus academic networks, and support of enterprise-level information systems of the campus, and campus wide user support services and audio-visual services. In addition, this position will support the implementation of District Strategic and Tactical Technology Plans.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Provides leadership for all aspects of campus technologies, which include academic, student services, campus academic networks, and support of enterprise-level information systems of the campus, and campus wide user support services and audio-visual services.
2. Supports the implementation of District Strategic and Tactical Technology Plans.
3. Assists in the development of strategic, long-range technology planning.
4. Assures provision of alternative media & assistive technology.
5. Directs or performs the operation, monitoring, testing, maintaining, and repairing the College's computer-based and audio visual and telecommunications systems.
6. Monitors and evaluates system performance and initiates necessary corrective action to assure continuity of services meeting the College's needs.
7. Designs and develops systems, including software, equipment and facilities which support the teaching effort of the college.
8. In collaboration with campus academic areas, research technological applications appropriate to the College's academic uses.
9. Assists and participates in the development of plans and strategies, including capital budgets, for hardware and software systems appropriate for the College's needs.
10. Collaborates with the appropriate administrator on institutional planning and projects.
11. Collaborates with appropriate campus and/or District committees and/or managers to research and evaluate hardware and software which will enhance the College's academic and administrative performance.
12. Makes recommendations and participates in the selection of systems and vendors, contracting for systems and services, and overseeing vendor installation of hardware and software.
13. In collaboration with campus departments, performs systems design and applications development for effective and efficient technical support of college programs.
14. Provides leadership, direction, and coaching to assigned staff to assure their current and continuing competencies in the fields necessary for effective performance.



College Director, Technology Services

Management Range: I 8

Board Approved: 06/08/2023

P. 2|3

15. Works with other District technology and campus managers to implement and conduct program review for all technology services.
16. Analyzes the resources needed to fulfill the department's service obligations.
17. Collaborates with appropriate campus and/or District committees and/or managers to establish standards for classroom design and other facilities using information technology.
18. Assists in the development of annual budgets and monitor campus technology expenditures.
19. Provides leadership in developing campus or district policies relating to information technology.
20. Maintains and/or manages classroom/laboratory resources, as appropriate.
21. Anticipates, prevents, and resolves difficult and sensitive inquiries, conflicts, and complaints.
22. Performs related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- How information technology is used in instruction and college support programs.
- Principles and practices of administration, supervision, training, and performance evaluation.
- Principles and practices of budget preparation and administration.
- Characteristics and capabilities of modern technological equipment; telecommunications systems, operations and development.
- Principles and practices of program development administration.

Ability to:

- Build team support.
- Develop cooperative working relationships in a highly diverse environment.
- Manage a complex information technology organization.
- Communicate effectively both orally and in writing.
- Develop and administer policies and procedures.
- Oversee, direct, and coordinate the work of lower-level staff.
- Gather and analyze data and situations and make appropriate decisions.
- Prepare and present comprehensive, concise, clear oral and written reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply California Education Code, Title 5, federal, state, and local policies, laws and regulations as it relates to the position.
- Demonstrate professionalism, fairness and honesty in all aspects of the performance of duties.
- Provide leadership based on ethics and principles as they relate to campus technology functions and operations.



College Director, Technology Services

Management Range: 18

Board Approved: 06/08/2023

P. 3|3

Education and Experience Guidelines – *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

- A Bachelor's degree from an accredited college or university in a related field.

Required Experience:

- Three (3) years of experience managing modern instructional network technology, preferably in an educational environment, with at least one (1) year of supervision.
- Experience that indicates a sensitivity to and understanding of the diverse socioeconomic, cultural and ethnic backgrounds of staff and community college students and staff to staff and students with physical and learning disabilities.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to lift, carry, push, and/or pull heavier amounts of weight with or without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.