*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 general direction of the Chief Technology Officer, the Director plans, manages, and coordinates the District's financial systems, websites, and web applications. The role involves leading the design, troubleshooting, and ongoing maintenance of these systems, managing complex business and systems analyses, and collaborating with administrators, managers, and IT staff to develop system capabilities that support operational and service strategies. Additionally, the Director oversees the printing services function, coordinating duplicating, and print production while estimating costs and recommending equipment purchases to ensure efficient service delivery.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Leads the strategic planning process for the IT department, aligning IT goals with the District's overall objectives, while overseeing the design, development, and implementation of enhancements to the District's financial system, ensuring compliance with programming procedures and change controls.

2. Reviews and evaluates system enhancement requests, addressing user needs and proposing solutions, while providing regular updates to senior administrators regarding initiatives and activities.

3. Develops and enforces IT policies and procedures to ensure compliance with regulatory requirements and industry best practices.

4. Identifies and mitigates risks associated with IT projects and operations; develops and implements change management strategies to ensure smooth transitions during system upgrades and new implementations

5. Ensures that users and technical groups maintain open communication; effectively communicates complex technology issues to non-technical parties verbally or in writing.

6. Conducts workshops and in-services on a regular basis; coordinates and participates in user training.

7. Provides technical support, supervision, coordination, and leadership for district-wide software applications, such as enterprise resource planning, content management systems (CMS), analytics, and reporting.

8. Manages system development projects; establishes objectives, timelines, assigns resources, and coordinates work activities.

9. Manages a team of web developers and oversees projects to ensure efficient and effective completion.

10. Maintains relationships with clients and stakeholders; plans and oversees website development projects; monitors system performance.

11. Consults cross-divisionally, develops process modifications and strategic solutions; analyzes business mandates and proposes policies and project direction.

12. Plans, organizes, and leads application testing and upgrades, participates in impact analysis, evaluates system upgrades, tests new releases, and reviews vendor documentation to identify processes and integration issues.

13. Maintains security and confidentiality of data, and monitors system security and access; sets up user security profiles.

14. Establishes and integrates data connections between financial systems and regulatory bodies.

15. Provides technical support and expertise for assigned applications; troubleshoots and resolves application or database problems; reviews and analyzes system problems including system documentation and production output, to identify solutions; recommends changes as needed; confers with vendors to solve complex procedural, operational, and technical problems.

16. Interacts, coordinates, communicates, and serves as liaison between IT, business areas, and external vendors.

17. Participates in IT audits of information systems, data, networks, and IT security.

18. Develops documentation and provides training to district-side staff; develops procedures and user manuals.

19. Contributes to the development of strategic, long-range enterprise resource planning system acquisition and implementation.

20. Develops plans and strategies, including capital budgeting, to ensure hardware and software systems meet the District's current needs.

21. Manages the development and implementation of the District's technology systems, including selecting the appropriate technology and overseeing the customization and integration of systems.

22. Oversees the planning, coordination, and supervision of printing services operations, including production, duplicating, and online ordering systems.

23. Establishes and manages production schedules to ensure timely delivery of materials; analyzes and evaluates costs and makes recommendations for equipment purchases. Ensures compliance with safety regulations and prioritizes employee safety in print operations.

24. Participates in the selection, supervision, training, and evaluation of assigned staff.

25. 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:

- Principles, techniques, and application of system development, design, database, and programming that are applicable in the course of ERP system implementation and maintenance.
- Principles and practices of administration, supervision, training, and performance evaluation.
- Principles and practices of budget preparation and administration.
- Basic principles and operational practices of printing services, including scheduling, production management workflows, and project coordination.

- Overview of graphic design and high-speed digital printing technologies, with a focus on process management and vendor coordination.
- Awareness of safety practices, policies, and regulations as they relate to printing operations, including chemical handling and press operation safety
- The role of online print ordering systems in managing high-volume print requests and coordinating cross-departmental projects.

Ability to:

- Plan and organize all functions related to the designated areas that produces effective and efficient results.
- Work independently and exercise sound judgement in identifying and resolving system issues.
- 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 for assigned area.
- 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.

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 with major coursework in computer science, management information systems, or a related fireld of Completion of sixty (60) unties fom an accredited college or university and at least four (4) years of experience in programming, modern technology, and systems analysis can be used in the absence of a bachelor's degree.

Required Experience:
- Four (4) years of increasingly responsible experience in programming, modern technology, and systems analysis.
- Experience that indicates a sensitivity to and understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of staff and community college students and to staff and students with physical and learning and 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: Employees work in an office environment that is exposed to loud noise levels, cold temperatures, dust and allergens. Employees may interact with staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures. This is primarily a sedentary office classification although standing and walking between work areas may be required.

Physical: Most possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate stand office equipment. Primary functions require sufficient physical ability and mobility to work in an office setting; to stand 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 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.