



## Director, Technology Services

Management Range: 16

Board Approved: 8/9/2018

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*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**

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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, position will support the implementation of District Strategic and Tactical Technology Plans.

### **REPRESENTATIVE DUTIES**

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*The following duties are typical for this classification.*

1. Assist development of strategic, long-range technology planning.
2. Serve as the liaison to Technology and Education Support Services (TESS).
3. Assure provision of alternative media & assistive technology.
4. Directs or personally performs the operation, monitoring, testing, maintaining and repairing the College's computer-based and audio visual and telecommunications systems.
5. Monitor and evaluate system performance and initiating necessary corrective action to assure continuity of services meeting the College's needs.
6. Designing and developing systems, including software, equipment and facilities which support the teaching effort of the college.
7. In collaboration with campus academic areas, research technological applications appropriate to the College's academic uses.
8. Developing plans and strategies, including capital budgets, for hardware and software systems appropriate for the College's needs.
9. Collaborates with the appropriate administrator on institutional planning and projects.
10. Collaborate 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.
11. Participate in the selection of systems and vendors, contracting for systems and services and overseeing vendor installation of hardware and software.
12. Work with other District technology managers to develop plans and strategies, including capital budgets, for hardware and software systems appropriate for the College's needs.
13. In collaboration with campus departments, performs systems design and applications development for effective and efficient technical support of college programs.
14. Recommend systems and vendors and oversee vendor installation of hardware and software.
15. Reviewing and evaluating staff performance.
16. Provide leadership, direction and coaching to assigned staff to assure their current and continuing competencies in the fields necessary for effective performance.
17. Work with other District technology and campus managers to implement and conduct program review for all technology services.
18. Analyze the resources needed to fulfill the department's service obligations.
19. Collaborate with appropriate campus and/or District committees and/or managers to establish standards for classroom design and other facilities using information technology.



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20. Assist in the development of annual budgets and monitor campus technology expenditures.
21. Provide leadership in developing campus or district policies relating to information technology.
22. Maintain and/or manage classroom/laboratory resources, as appropriate.
23. Anticipate, prevent and resolve difficult and sensitive inquiries, conflicts and complaints.
24. Performs related duties as required.

### **QUALIFICATIONS**

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*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:**

- Current applications of information technology 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:**

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.
- Direct the work of others.
- Oversee, direct, and coordinate the work of lower level staff.
- Participate in the selection and recommendation, supervision, training and evaluation of staff.
- Participate in the development and administration of goals, objectives, and procedures for assigned area.
- 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 a sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college students and personnel, including those with physical or learning disabilities.
- 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.



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**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:**

1. Three (3) years of experience managing modern instructional network technology, preferably in an educational environment, with at least one year of supervision.
2. 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.

**Preferred Experience:**

1. Master's degree from an accredited college or university in a related field.
2. Experience in the California Community College System.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

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*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; 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.