

## **DIRECTOR, INFORMATION TECHNOLOGY**

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### **DEFINITION:**

Under administrative direction, to supervise the day-to-day operations of the College's information systems technology; to lead and direct system development and improvements; and to perform related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS:**

This is a single management position functions as the Chief Information Systems Officer and is responsible for Information Technology of the college including but not limited to: day-to-day operations and technical and user support for all campus computing sites, networking, systems security, general use software, and networked student computer labs. This classification is distinguished from the Assistant Director, Information Technology, which is a lower level management classification.

**ESSENTIAL DUTIES:** The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Supervises daily operations of hardware, networks, operating systems and applications for administrative and instructional information technology applications;
- Manages the information technology budget and oversees and monitors contracts for services;
- Responds to inquiries and provides user assistance with pc software, specialized college applications, telephone, voice mail, email and web site content;
- Plans, supervises, reviews and evaluates the activities of the information technology staff including network, systems, and security administrators, programmers, web developer, technical support and other related positions; provides supervision, conducts performance appraisals, participates in interviews and recommends selection;
- On assigned projects confers with management regarding information technology development and serves as the project lead;
- Leads the technology committee and participates in other campus committees;
- Receives and prioritizes requests for technical problems and user assistance;
- Directs daily network and computer operations, verifies operational status and security, troubleshoots and takes corrective actions;
- Ensures compliance with Chancellor's office state reporting requirements by data collection, verification, formatting and transmittal of required data files;
- Assists in the acquisition and installation of information technology hardware and software;
- Creates procedures, queries data bases, and runs special reports as requested; creates procedures and setup requirements for special print runs;
- Conducts or directs analytical, systems development or related studies;
- Develops and/or reviews reports of findings, alternatives and recommendations;
- Prepares and maintains a variety of reports and records regarding operations activities;
- Participates in technical work of the department such as network management, programming, information technology operations, and assisting users;
- Meets with representatives of manufacturers, vendors, professional and business organizations.

**MINIMUM QUALIFICATIONS:**

Knowledge of:

General operating methods, principles and practices of information technology, network, and telecommunications management, configuration and maintenance.

Information systems management including design, development, installation and operations.

Methods, practices and terminology of information systems.

operating systems, common desktop applications, specialized applications used by the

college, programming languages and standards, and data base systems, architecture and security.

Skill in:

Planning, supervising, reviewing and evaluating desktop and user support, server and network operations, and other daily operations.

Selecting, coordinating, motivating and evaluating technical staff.

Developing and implementing procedures, work standards and internal controls.

Analyzing and prioritizing complex information technology problems, evaluating alternatives, and making effective recommendations.

Exercising sound independent judgment within policy guidelines.

Establishing and maintaining effective working relationships with those contacted in the course of the work.

Representing assigned area effectively in meetings with others.

Participating in the work of the unit including programming, user assistance, network management and related.

Preparing clear and concise reports, correspondence and other written materials.

Other Requirements:

Possess a valid California driver's license and have a satisfactory driving record; work outside of regular work hours during conversion cycles and to respond to information technology problems.

**ILLUSTRATIVE EDUCATION AND EXPERIENCE:** A typical way to obtain the above knowledge and skill is a combination of education and experience equivalent to:

A bachelor's degree in computer science, information technology or a closely related field, and three years of increasingly responsible experience in the operation and management of information technology systems. Master's degree is desirable.

**PHYSICAL CHARACTERISTICS:** The physical abilities involved in the performance of essential duties are:

Manual dexterity to operate keyboards, perform basic repairs and set up; hearing and speech for normal communications; vision to read printed materials and computer screens, and identify and distinguish wiring and computer parts; mobility to reach various computer sites throughout the campus, and bend, stoop and kneel. This work is performed primarily in indoor settings.