EL CAMINO COLLEGE

JOB TITLE: DIRECTOR OF INFORMATION TECHNOLOGY SERVICES

Classification:	Classified Administrator	Retirement Type:	PERS*
Salary Range:	16	Revised/Board Approved:	June 21, 2021

BASIC FUNCTION:

Directs and supervises a staff of IT professionals and assists the Chief Technology Officer (CTO) in the management of IT functions and systems operations as well as the delivery of IT services to campus end-users and customers. In support of the CTO, provides leadership and guidance in critical areas of technology administration, including budgeting, resource development and allocation, policy formation, technology evaluation, and service development, delivery, and deployment. Assists the CTO in managing business operations to improve cost effectiveness, service quality, and IT operational effectiveness. Acts on behalf of the CTO as assigned by the CTO or in the absence of the CTO as the principal IT officer on executive decisions and executive level committees.

REPRESENTATIVE DUTIES:

Works in close collaboration with the CTO in providing leadership, direction, and guidance to staff and managing operational activities to achieve the department's long and short-range goals and business objectives. Provides primary oversight in the coordination of the daily technology support operations for the District.

Directs the provision of IT support and services, managing the IT department's work teams and units including: Network Services, Applications Development Services, Technical Services (Help Desk included) and Information Security.

Directs supervisors and IT staff working on projects to assess and improve campus IT operations and resolves client issues. Leads teams in the design and implementation of customer support and technical support models that address and meet the technical needs of the college. Makes recommendations for technical improvements to business processes.

Assists the CTO in formulating and implementing policies, procedures, and standards. Implements and manages customer support and technical services support models that address and bring resolution to the technical needs of the District.

Works with Procurement Services, Facilities Planning, Operations, and Construction, and other offices to develop bid documents for assigned College technology projects; evaluates technology, broadcast systems and other equipment; coordinates with College personnel to determine replacement needs of existing equipment.

Analyzes, develops, and recommends plans and solutions to operational, management, business process, or college wide telecommunications and Data Center operations services including hardware and software activities and associated problems.

Recruits, interviews, and selects qualified staff. Defines roles and responsibilities of employees and work teams. Administers personnel actions and enforces personnel policies and procedures. Participates in resolving employee/labor relations issues. Ensures employees understand their job duties and how performance will be measured. Evaluates employee performance and provides feedback.

Identifies and facilitates training and professional development opportunities for staff to support skill development.

Assists with the development and maintenance of a services catalog describing the offerings of ITS services and participates in the development of service level agreements for the delivery of those services.

Identifies opportunities to develop systems that will enhance operational efficiencies; evaluates and recommends new tools and methodologies that will expedite or enhance the operational/development process.

Assists in preparing, monitoring, and administering an annual budget for the department, including staffing, equipment and supplies.

Oversees the inventory and reconciliation of all newly procured technology materials and ensures accurate product tracking and delivery to appropriate requesting departments. Maintains detailed and up-to-date records of all campus technology purchases.

Works collaboratively to coordinate system availability, performance management, and capacity planning issues; assures timely, accurate and prompt turnaround of work orders/requests.

Monitors workload statistics in support of achieving service level agreement goals; and reviews plans for new construction, remodeling or requests for telecommunications and data communications services requirements.

Performs other related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:
Master's degree from an accredited college or university.

At least 7 years of recent professional-level experience in delivering technology solutions for IT infrastructure and systems operations including information systems design, information systems development, network administration, and IT security in a large enterprise environment.

At least 5 years of demonstrated experience in a supervisory capacity involving project management, planning, preparing project cost estimates, budget oversight and development, leading and managing IT professional staff in a unionized environment.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:
- Experience working in a higher-education or closely related setting.
- Capital construction concepts as how they relate to technology implementations.
- Principles of complex Cisco/Aruba networking systems and operations including Voice over IP (VoIP) and wireless.

- Principles of computer/audio/visual systems design and maintenance, data, database, data structure, application delivery, imaging systems, software development, network design, and server systems design and maintenance.
- Principles, practices, procedures and operating techniques for Student Information Systems (SIS), Enterprise Resource Systems (ERP) and Learning Management Systems (LMS).
- District and College policies, procedures, organization, operations, objectives and Community College mission, functions, and participatory governance.
- Documentation standards and procedures, including public contract administration.
- Electronic industry building standards and regulations for voice, video and data installations, as well as operation principles of voice, video and data systems.
- Applicable security mandates, rules, and regulations. State, local and federal laws, regulations, codes and requirements, and District policies affecting the installation, use and maintenance of information technology and related media.

Abilities/Skills:
- Well-developed leadership skills.
- Demonstrated organizational and project-management skills.
- Ability to analyze problems, complex situations or complex system problems accurately, identify alternative solutions, project consequences of proposed actions, adopt an effective course of action and implement recommendations.
- Train, supervise, motivate, and evaluate the performance of assigned personnel.
- Apply and explain applicable District policies and federal, State, and local laws, codes and regulations.
- Develop, implement, direct and evaluate information technology services, activities and programs.
- Develop and manage assigned budgets.
- Encourage professional excellence among the staff and promote an organizational culture of customer service, innovation, and quality services.
- Evaluate emerging technologies and assist in making recommendations relating to their use within the College that aid in the achievement of the College's goals and objectives.
- Participate in the design, procurement and installation of approved technology projects.
- Plan, organize and direct the work of consultants and contractors; including working with construction contractors, construction superintendents, construction managers, project owners, and understand construction schematics, diagrams, and drawings, and monitor for assurance of conformance to contract requirements.
- Relate and communicate clearly, concisely and effectively, both orally and in writing, with diverse constituencies including those of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy within and outside of the District.
- Represent the College as assigned at meetings with others, regarding technology and provide information and direction to others with varying levels of information technology knowledge.

Licenses or Other Requirements:
Valid California driver's license

WORKING CONDITIONS:
May be required to drive to offsite locations.
Extensive computer work.
Use of hands, wrists and fingers to operate various office machines.
Interact with a variety of individuals.
Move from one work area to another.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.