



El Camino College

Director of Information Technology Services



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.

ABOUT EL CAMINO COLLEGE

El Camino College (ECC) is situated on a beautiful and spacious 126-acre campus near Torrance, California. We are located in Los Angeles County, just minutes from South Bay beaches. Our community serves a diverse student population including new and re-entering students and those pursuing certificate, degree, and transfer goals.

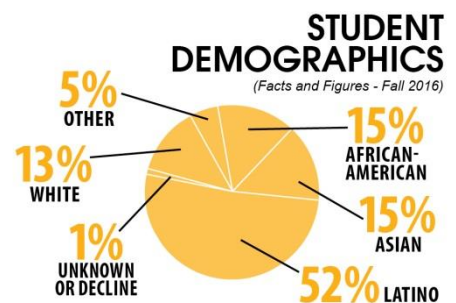
As a comprehensive two-year college, El Camino College serves approximately 25,000 students each semester, the majority of whom are from diverse populations. The ideal candidate will share ECC's commitment to educating its racially and socio-economically diverse student population including students with disabilities.

El Camino College provides many opportunities for students to succeed. Through the Honors Transfer Program, El Camino College transfers hundreds of students each year to four-year universities around the country. Top transfer institutions include UCLA, USC, and UC Davis. El Camino College is regularly among the top five community colleges in Southern California for students admitted to CSUs, and the top ten for UCs. Students are also supported by an extensive scholarship program, with approximately \$600,000 awarded annually.

With the passage of general obligation bond measures in 2002 and 2012, the District has undergone a substantial transformation campus-wide. Over the next 10 years, capital construction projects, as well

MISSION STATEMENT

El Camino College makes a positive difference in people's lives. We provide excellent comprehensive educational programs and services that promote student learning, equity and success in collaboration with our diverse communities.



as new initiatives to support student success, will strengthen El Camino College as a premier institution for teaching and learning.

DIRECTOR OF INFORMATION TECHNOLOGY SERVICES

Division: Information Technology Services

Posting Closing Date: August 9, 2021

Req: C2021-038

Location: El Camino College

Position Type: Classified Administrator

REPRESENTATIVE DUTIES

The duties of the Director of Information Technology Services may include, but not be limited to, the following:

- 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.

REQUIRED 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.

KNOWLEDGE OF

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.

CONDITIONS OF EMPLOYMENT

Full-time, twelve-month classified administrative position subject to a probationary period. Working hours are Monday through Friday 8:00 a.m. until 5:00 p.m. Excellent fringe benefits including eight 32-hour work weeks during the summer.

Offer and acceptance of employment is subject to verification of all information provided on the employment application, credential(s), and transcripts. Candidates selected for employment must agree to be fingerprinted, submit Certificate of Completion of the Tuberculosis Risk Assessment and/or Examination, provide proof of eligibility for employment in the United States, and present a valid Social Security card upon hire.

SALARY RANGE: \$136,729 Annually

TO APPLY

An applicant must submit the following by the closing date:

1. Online application: <http://www.elcamino.edu/jobs>
2. Cover letter describing how applicant meets the qualifications.
3. Résumé including educational background, professional experience, and related personal development and accomplishments.
4. Pertinent transcripts as stated in the required qualifications. (Unofficial computer-generated academic records/transcripts must include the name of the institution and degrees awarded to be acceptable.) Multiple page transcripts must be loaded as **ONE** PDF document.

Foreign Transcripts: Transcripts issued outside the United States of America require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. For information on transcript evaluation services, please visit: <http://www.ctc.ca.gov/credentials/leaflets/cl635.pdf>.

Applicants with disabilities requiring special accommodations must contact Human Resources at least five (5) working days prior to the final filing date:

https://elcamino.formstack.com/forms/reasonable_accommodation_request_form

Please Note: Documents submitted or uploaded for a previous position cannot be reused for other positions. You must submit the required documents for each position you apply for by the closing date. Failure to do so will result in an incomplete application. Applications with an incomplete status will not receive consideration. You may check the status of your application online.

If you need assistance you may call 310-660-3593 Ext. 3807 between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday or by email at hr@elcamino.edu.

Due to the large volume of calls received on closing dates, we highly recommend that you **do not** wait until the last day to apply so that we may assist you with questions or technical matters that may arise. Give yourself sufficient time to complete the profile, which may take 45 minutes or more. Positions close promptly at 3:00 p.m. PST (pacific standard time).

Closing Date: Monday, August 9, 2021 at 3:00 p.m.

The campus will be on summer schedule and will be closed on Fridays starting June 25, 2021 through August 13, 2021.

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

BENEFITS

The College provides a diversified insured benefit program for all full-time employees, including medical, dental, vision and life insurance. Dependent medical, dental and vision insurance is available, toward which both the College and the employee contribute.

- Paid sick leave is granted equal to one day for each month of service. Sick leave may be accumulated indefinitely. Rather than State Disability Insurance, limited sick leave benefits are available for days beyond the earned sick leave days and are paid at 50 percent.
- Full-time employees contribute a percentage of their regular salary to either the State Teachers Retirement System (STRS) or to the Public Employees Retirement System (PERS) and Social Security.

INTERVIEW EXPENSES

Only individuals identified for FINAL interviews are eligible to have their expenses paid. Reimbursement will be limited to economy airfare (to and from point of origin) and for meals and lodging. The maximum allocated for meals, lodging and transportation is \$600. Candidate must complete a Travel Request and Reimbursement Form and submit it together with all supporting documentation to the Human Resources Department.

FOR FURTHER INQUIRIES AND APPLICATION MATERIAL SUBMISSION, CONTACT:

El Camino College Human Resources

Mark Rogers

310-660-3593, Ext. 3479

mrogers@elcamino.edu

16007 Crenshaw Boulevard

Torrance, CA 90506

In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, El Camino College has published Annual Security Reports and all required statistical data, which can be found on the Police Department webpage at www.elcamino.edu/about/depts/police/cleryact/index.aspx. These publications include Clery crime statistics for the previous three years relevant to El Camino College classes and activities, in addition to institutional policies concerning campus safety and security. The information is also available in printed form in the lobby of the Police Department and in select locations on campus. Upon request, the Campus Police Department can provide or mail out copies of this publication. Contact them at 310-660-3100.

El Camino College is an Equal Opportunity Employer

The El Camino Community College District is committed to providing an educational and employment environment in which no person is subjected to discrimination on the basis of actual or perceived race, color, ancestry, national origin, religion, creed, age (over 40), disability (mental or physical), sex, gender (including pregnancy and childbirth), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, military and veteran status, or retaliation; or on any other basis as required by state and federal law.