

ASSISTANT DIRECTOR, ACADEMIC TECHNOLOGY

DEFINITION

Under administrative direction, assists in planning, organizing, managing, and providing direction and oversight for overall information systems support functions of the College; assists in coordinating assigned activities with other College departments, divisions, outside agencies, and the public; provides highly responsible and complex professional assistance in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from assigned manager. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a management level classification in the Information Technology Department. The incumbent plans, organizes, manages, provides direction and oversight, and participates in all operations, activities, and services of the Academic Technology Support (ATS) team and is responsible for providing professional-level support to the Director, Academic Technology in a variety of areas. Assists in planning and development and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating assigned work with that of other College departments, divisions, and outside agencies. Responsibilities include performing and directing many of the ATS team's day-to-day administrative functions. This class is distinguished from the Director, Academic Technology in that the latter has overall responsibility for all programs, operations, activities, and services of Academic Technology unit.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the daily functions, operations, and activities of the Academic Technology Support (ATS) team, including installation, maintenance, and upgrade of academic system infrastructure, hardware, and networks.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the ATS team; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures; assists with information technology strategic planning.
3. Assists in managing and participating in the development and administration of the assigned budget; forecasts of additional funds needed for staffing, materials, and supplies; monitors and approves expenditures; directs and implements adjustments as necessary.
4. Assists with the selection, training, motivation, and direction of department assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with incumbents on performance issues; implements discipline procedures; responds to staff questions and concerns.

5. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the division, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director.
6. Works with College faculty to assess and understand educational needs to meet appropriate level of service and solutions.
7. Oversees facilities used for teaching and learning, including training, teaching, and walk-in laboratories; serves as a liaison between Faculty Center for Learning Technology (FCLT) staff and the helpdesk; participates in future planning and designing support strategies for faculty and programs of the FCLT and Distance Learning.
8. Coordinates academic technology planning and activities, including status updates of information technology projects, reviewing, approving, and directing the design of hardware, infrastructure, and networking requirements in new building projects, and accurate reporting and documentation.
9. Informs management of recurring or projected resource and capacity problems, and potential risks and technical failures, and initiates and coordinates planning and corrective actions.
10. Recommends and approves procedural and security standards for information technology functions to ensure protection of installation security.
11. Recommends develops, and implements changes to federal, state, local, and College policy; analyzes and evaluates program compliance updating program as necessary.
12. Researches and analyzes program data; prepares comprehensive technical records and reports; takes corrective action as necessary.
13. Serves as a liaison for the team and department with other College departments, divisions, and outside agencies; attends meetings in various locations; serves on various committees and task forces.
14. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
15. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
18. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of academic support information technology service development, implementation, and management, including academic system infrastructure, hardware, software, peripherals, servers, workstations, virtual server technology, cloud computing, mobile computing, mobile device management (MDM) and network technology.
5. Principles and practices of budget development and administration.
6. Principles and practices of incumbent supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
7. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to information technology operations.
8. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Organize, manage, implement, and maintain efficient and effective information technology systems to ensure the reliability and integrity of the academic system infrastructure.
5. Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
7. Evaluate and develop improvements in operations, procedures, policies, or methods.
8. Effectively represent the College and the department in meetings with contractors, vendors, and various business and professional organizations.
9. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

11. Analyze, interpret, summarize, and present technical information and data in an effective manner.
12. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Effectively communicate in person, over the telephone, and in writing.
15. Understand scope of authority in making independent decisions.
16. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
17. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in computer science, management information systems, computer information systems (CIS), information technology (IT), business administration, organizational behavior, or a related field; and
2. Three (3) years of increasingly responsible leadership and technology support experience in information technology.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

PHYSICAL DEMANDS

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; and the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023