

DIRECTOR, ACADEMIC COMPUTING AND INFRASTRUCTURE

DEFINITION

Under general direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Academic Technology and Infrastructure unit, including academic and classroom technology, administrative computing, network and data security, telecommunications, infrastructure, network administration, desktop support, help desk services, printing services, mail services, and information technology consulting and purchasing support; manages the effective use of District and department resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Chief Technology Officer in areas of expertise; and performs related work as required. In addition, supply direction, management, and coordination to the Director, Enterprise Application Systems. Coordinate and ensure appropriate management, support, and direction of all data center staff, including, but not limited to System Programmers, Database Administrators, Network Designers/Administrators.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief Technology Officer. Exercises direct and general supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a management classification that manages all activities of designated information technology operations and activities, including computer hardware, software, networks, and other information and communications systems and functions. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Chief Technology Officer in a variety of areas. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating departmental work with that of other departments. This class is distinguished from the Chief Technology Officer in that the latter has overall responsibility for all functions of the Information Technology Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Plans, manages, and oversees the daily functions, operations, and activities of the Academic Technology and Infrastructure unit, including academic and classroom technology, administrative computing, network and data security, telecommunications, infrastructure, network administration, desktop support, help desk services, printing services, mail services, and information technology consulting and purchasing support.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the assigned function; recommends within departmental policy, appropriate service levels and resources; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of the assigned budget; controls and authorizes expenditures in accordance with established limitations.
- Determines and recommends equipment, materials, and staffing needs for assigned operations and projects; prepares detailed cost estimates with appropriate justifications; coordinates purchases and monitors and ensures adequate inventory levels of required supplies and equipment.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses

and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Chief Technology Officer.

- Selects, trains, motivates, and directs assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Oversees the administration and maintenance of the District's information technology infrastructure; researches, recommends, and approves District information technology related purchases; provides implementation support; develops long-term information systems strategies to plan for and control upgrades and growth; develops current and future technology standards; evaluates and implements new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Resolves academic technology and infrastructure related problems as they occur; provides high-quality internal customer service to ensure timely technical support, installation, maintenance, and repair of computers and other information systems equipment.
- Provides input and support for new construction relating to information technology operations and systems.
- Works with public safety to evaluate potential violations to acceptable use policies, security breeches, and information related to computer crimes; coordinates response to potential security threats.
- Directs and participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to assigned information technology operations, services, projects, personnel, financial activities, and assigned duties.
- Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in academic technology and infrastructure operations.
- Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the academic technology and infrastructure operations and services.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Chief Technology Officer.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and District policies. Attends District mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.

- Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of information technology infrastructure and program management.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for assigned program areas.
- Provide administrative and professional leadership and direction for assigned operations and activities.
- Prepare and administer budgets; allocate limited resources in a cost effective manner.
- Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of information technology infrastructure.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a regionally accredited four-year college or university with major coursework in computer science, management information systems, or a related field and seven (7) years of experience in development and administration of computer systems, telecommunication systems, and networks in an instructional environment, including five (5) years of management and/or administrative experience in information technology.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees occasionally lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

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