

| Job Description |  |
|-----------------|--|
| Title:          | Assistant Director, Academic Technology  |
| Unit:           | Management   |
| Range:          | 16   |
| Synopsis:       | Update Minimum Qualifications; Standardization of Description<br>In reviewing the job description and posting for the vacant position, Human Resources recognizes the narrow minimum qualifications for an extremely specialized position. Therefore, it is recommended that the following be added to the minimum qualification in order to have a successful pool of applicants. |
| Rational        |  |
| Incumbent       | 1 Vacancy  |

## **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 ~~to the Director, Academic Technology~~ in areas of expertise; and performs related work as required. ~~This position is overtime exempt.~~

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from ~~the Director, Academic Technology~~ 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 ~~short and long term~~ 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 employees 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. ~~Selects, trains, motivates, and evaluates assigned personnel; provides, coordinates, or recommends staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations to the Director.~~

7. Works with College faculty to assess and understand educational needs to meet appropriate level of service and solutions.
8. 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.
9. 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.
10. Informs management of recurring or projected resource and capacity problems, and potential risks and technical failures, and initiates and coordinates planning and corrective actions.
11. Recommends and approves procedural and security standards for information technology functions to ensure protection of installation security.
- 12. Recommends develops, and implements changes to federal, state, local, and College policy; analyzes and evaluates program compliance updating program as necessary.**
- 13. Researches and analyzes program data; prepares comprehensive technical records and reports; takes corrective action as necessary.**
14. 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.
- ~~15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology as it relates to the area of assignment.~~
- ~~16. Maintains and directs the maintenance of working and official departmental files.~~
- ~~17. Monitors changes in laws, regulations, and technology that may affect College, departmental, or team operations; implements policy and procedural changes as required.~~
- ~~18. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.~~
- 19. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and affiliated trainings. Prepares and delivers oral presentations related to assigned areas if needed.**
- ~~20. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.~~
21. Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College policies. Attends College mandated DHR training and participates in DHR investigations as directed. Assist in providing information and resources to individuals who bring forward DHR complaints and reporting possible DHR complaints to the Director, Equal Employment Opportunity Programs in Human Resources and other appropriate authority as necessary.
22. Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- 1. Principles and practices of supporting a diverse, equitable, inclusive, and anti-racist 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~~**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 employee 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. ~~Recent and on-going developments, current literature, and sources of information related to the information technology operations.~~
9. ~~Modern office practices, methods, and computer equipment and applications related to the work.~~
10. ~~Record keeping principles and procedures.~~
11. ~~English usage, spelling, vocabulary, grammar, and punctuation.~~
12. 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. ~~Recommend and implement goals, objectives, and practices for providing effective and efficient services.~~
2. **Oversee and address gaps in diversity, equity, inclusion and anti-racism in recruitment and retention of faculty and staff.**
3. **Articulate and communicate the college's vision and commitment to creating equity, diversity, inclusion and anti-racism academic and work environment.**
4. **Create and execute resources and programming towards the goal of being diverse, equitable, inclusive, and anti-racist academic and work environment**
5. Organize, manage, implement, and maintain efficient and effective information technology systems to ensure the reliability and integrity of the academic system infrastructure.
6. ~~Manage and monitor complex projects, on time, and within budget.~~
7. Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
8. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
9. Evaluate and develop improvements in operations, procedures, policies, or methods.
10. Effectively represent the College and the department in meetings with contractors, vendors, and various business and professional organizations.
11. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
12. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
13. Analyze, interpret, summarize, and present technical information and data in an effective manner.
14. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. ~~Establish and maintain a variety of filing, record keeping, and tracking systems.~~
16. 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.
17. ~~Operate modern office equipment including computer equipment and specialized software applications programs.~~
18. ~~Use English effectively to~~**Effectively** communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. **Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.**

22. 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 that 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, CIS, IT, business administration, organizational behavior, or a related field, and ~~five~~ 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, and anti-racism, preferably in a minority serving institution such as Hispanic Serving Institution and Asian American Native American Pacific Islander Serving Institution;  
OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, and anti-racism, preferably a minority serving institution such as Hispanic Serving Institution and Asian American Native American Pacific Islander Serving Institution.

**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.