



## DIRECTOR, TECHNOLOGY SUPPORT SERVICES

**Reports to:** Associate Vice President/ Chief Information Systems Officer

**Dept:** Information Technology Services (ITS)

**Range:** CM-17

**FLSA:** Exempt

**EEO:** Executive/Administrative/ Managerial

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.*

### **BASIC FUNCTION:**

Under general direction, manages and coordinate technology support services teams for client computing, academic programs, classrooms, instructional labs, office locations, media services, and help desk operations districtwide; provides strategic leadership and guidance in the planning, analysis, design, modification, testing, implementation, and operation of client and instructional computing technology applications, hardware and systems; responsible for the purchase, replacement, and contract negotiations of software and hardware; collaboratively plans, implements, and supports the district's cloud first strategy; assumes and performs related duties and responsibilities as assigned.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

#### **Supervisory Responsibilities**

1. Recruits, interviews, recommend hires, and trains staff.
2. Oversees scheduling, assignments, and the daily workflow of the department.
3. Provides constructive and timely performance evaluations.

#### **Duties/Responsibilities**

4. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.
5. Plan, organize, schedule and manage the purchase, maintenance, support, and replacement of the district's multiplatform desktop and mobile computers, printers, tablets, software, instructional servers, audiovisual technologies, and other equipment to maintain proper operation and efficiency; maintain accurate inventory to guide replacement plans; manage and track budgets; determine program needs, budget requirements, and ensure

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maximum return on investment; oversee the decommissioning and preparation of hardware and devices for salvage.

6. Plan, organize, implement and manage the activities, services and operations of computer labs, learning centers, multi-media and audiovisual systems; ensure user support service requests are completed accurately and efficiently; determine requirements for new software/hardware or modifications of existing software/ hardware; ensure computer labs are kept updated and refreshed to meet the needs of the academic programs and schools.
7. Organize work schedules to meet project timelines and provide first-class customer service; design and create processes to facilitate reporting and increase efficiencies; ensure documentation is regularly updated, including timely and thorough reports on Information Technology Services (ITS) help desk tickets; track customer service statistics and adjust accordingly to meet client needs; drive operational excellence and innovation.
8. Coordinate basic level support for enterprise applications team, security & infrastructure team, and partners with other ITS teams for delivery of higher-level support; coordinate Help Desk and second tier technical support resources to ensure timely incident resolution and appropriate work allocation.
9. Assist in the preparation of instructional and client computing technology operating plans and standard operating procedures; research application of new technology for academic programs; define projects and establish priorities to meet budget and schedule objectives.
10. Evaluate and test software and hardware being considered by the district related to computer applications; prepare reports on the utility and quality of software; ensure the capability of all proposed software with district operating and network systems; implement and support the district's cloud first strategy; document and enforce software standards adopted by the district; monitor and enforce compliance with software licensing and copyright law.
11. Develop and coordinate technical training for district employees including the development of materials, training methodologies, and/or recommendation of applicable workshops.
12. Work with cloud providers, consultants, vendors, general contractors, software, security, hardware, and network vendors; attend related meetings and workshops.

**OTHER DUTIES:**

1. Represents the department on committees and workgroups and attends meetings related to district's selection, implementation and use of computing facilities and resources.
2. In conjunction with Purchasing and Materials Management, oversee and maintain the district's employee information technology personal purchasing program; oversee and coordinate the IT district hardware surplus program.

3. Monitor and review new technology products and technology tools; create and update standards; review information available in industry publications and technical websites to evaluate opportunities to better meet district business, academic, operational, productivity and technical requirements.
4. Maintain up-to-date technical knowledge by attending educational workshops, conferences, trainings, reviewing professional publications, establishing personal networks and participating in professional associations to keep up with the industry regarding the district's IT portfolio, mission, and vision.
5. May perform specialized technical support services as needed.
6. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

1. Enterprise-level systems and instructional computing technology planning, analysis, design, modification, testing, implementation, and operation.
2. Cloud computing, services, server, computer technology, and systems administrator foundations for both on-premise and cloud, automated software distribution and deployment of large-scale desktop image rollouts.
3. Enterprise level device management tools.
4. Principles and practices of public administration, including budgeting, purchasing and maintaining public records.
5. Project management.
6. Software compliance procedures and practices.
7. Inventory control for hardware and software.
8. Applicable federal, state and local laws, IT security standards and requirements, rules and regulations including OSHA rules and regulations.
9. Multimedia, audiovisual and data communications concepts, methods, and techniques.
10. Use and administration of a help desk ticketing system.
11. Standard operating procedures and large scale technical issues related to hardware and software.
12. Research methods and analysis techniques.
13. Principles and practices of effective management and supervision.

14. District human resources policies and labor contract provisions.

15. Safety policies and safe work practices applicable to the work.

**ABILITY TO:**

1. Plan, organize, manage, assign, delegate, review and evaluate the work of staff engaged in providing information technology services to the district and community.
2. Stay current on cloud and on-premises cutting edge computer hardware and software as well as identifying, researching, evaluating, and implementing new client and instructional computing technology.
3. Establish and maintain project and production schedules and balance responsibilities for multiple projects to ensure timely, high-quality results with successful outcomes.
4. Establish and maintain effective and cooperative working relationships by exhibiting courtesy, tact, patience, and diplomacy.
5. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
6. Support an enterprise level and complex environment of 4000+ devices; analyze and recommend process improvements.
7. Organize, prioritize and distribute a high volume of work assignments to optimize use and skills of staff to successfully meet client's needs within areas of responsibility.
8. Demonstrate competence in interpreting hardware and software documentation, as well as skillful, accurate, and articulate preparation of reports and data.
9. Exhibit proficiency in clear and concise verbal and written communication including logical and persuasive proposals, comprehensive correspondence, reports, studies and other written material.
10. Understand, interpret, explain and apply applicable laws, codes and ordinances.
11. Represent the district effectively in dealings with vendors, other community colleges and industry groups.
12. Perform business process analyses and reach sound, logical conclusions regarding user needs and business requirements.
13. Communicate effectively and explain technical concepts to non-technical users.

**EDUCATION AND EXPERIENCE:**

Graduation from an accredited four-year college or university with a bachelor's degree in Information Technology, Computer Science, Business Administration, Business Systems Computer Science, or a related field, and five (5) years of progressively responsible experience

providing client support in a technology services environment within any of the following areas: academic computing, IT Help Desk, IT Operations, Media Services, or other relevant technical areas; or an equivalent combination of training and experience.

**LICENSES AND OTHER REQUIREMENTS:**

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Assigned classified staff, student and temporary workers, cloud service providers, vendors/contractors, and other staff as assigned.

**CONTACTS:**

Faculty, administrators, staff, students, various service providers, vendors, contractors and other community college IT managers and staff.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities in a fast-paced environment.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility during day and/or evening hours with occasional evenings, weekends, and/or holidays on an as-needed basis. Occasional local travel may be requested.