

## **JOB DESCRIPTION**

### **POSITION: DIRECTOR OF INFORMATION TECHNOLOGY**

#### **BASIC FUNCTION**

Cabinet level position that functions under the direction of the President to plan, organize, manage and coordinate the implementation, operation and maintenance of the District's academic and administrative information technology (IT) and telecommunications functions to support the achievement of institutional objectives. Serves as a technology expert in the area of information management, technology assessment, campus communication networks, on-line instruction, and support for institutional research and planning. Administers the contract providing remote maintenance of the database management system (DBMS) which hosts the major information systems of the District (SCT's current Banner version and Oracle database application residing on HP UNIX mainframe computer). Oversees academic computing and computer-related instructional technology. Trains, coordinates and assigns work, supervises performance and evaluates assigned staff to ensure the achievement of functional objectives.

#### **REPRESENTATIVE DUTIES**

- ▶ Plan, develop and coordinate the implementation of effective information systems to support administrative and academic technologies onsite, offsite and on-line. Develop and maintain transaction processing systems to record, store and report on essential elements of information which are created during the execution of business and other administrative processes. Develop and maintain decision support systems to provide timely information to support managers and supervisors involved in decision-making processes. Develop and maintain executive information systems for use by administrators to provide current information concerning the performance or status of key indicators. Develop and support academic computer resources which support the District's Master Plan curriculum needs.
- ▶ Develop and maintain a District information technology and telecommunications master plan which reflects long range planning of IT and telecommunications projects required to support the District's strategic plans. Develop annual comprehensive plans for the information systems and technology function. Provide environmental data to support the development of the District's strategic plans. Support other institutional planning activities by providing technical expertise and access to community, regional, state and national planning data of relevance to the District.

- ▶ Recommend IT and technology insertion budget priorities, develop and monitor IT budget for the information systems and technology function and assure performance of objectives within budget constraints.
- ▶ Determine priorities of IT projects and tasks, assign responsibilities for project and task completion to staff members and monitor the rate of achievement of objectives. Develop and implement methods of evaluating the performance of information systems and the IT staff to ensure achievement of institutional objectives. Develop and facilitate the program review process for the information systems and technology function.
- ▶ Support functional departments by identifying user needs for information and technology by developing new IT and telecommunications capabilities to address needs and by institutionalizing new and revised business processes to ensure efficient and effective use of technology resources.
- ▶ Supervise IT staff in the maintenance of the campus network and all associated local area networks (LANs) to ensure smooth and continuous operations of all components. The network consists of all hubs, routers, bridges, wiring, servers, printers and other peripheral equipment which are attached to or form the campus network. LAN administration duties also consist of maintaining network software applications and the electronic mail system.
- ▶ Coordinate the maintenance and administration of the District's DBMS with the contractor providing remote database administration to ensure continuous and effective database operations. Coordinate the installation and testing of software releases and patches. Maintain the security of District hardware and software, including backup and recovery protocols.
- ▶ Ensure the integrity of the organizational computerized database(s) by: providing transaction processing functionality for each department of the District which is consistent and compliant with state reporting requirements; training users effectively to operate the systems, and providing periodic audits of the database to identify inaccurate data. Coordinate the submission of data from organizational databases to state reporting agencies while ensuring compliance with media, format and schedule requirements.
- ▶ Develop and recommend board policies governing the operation of IT and telecommunication resources to ensure the security, accountability and efficient and effective use of information resources across the District's administrative departments.
- ▶ Plan and organize academic computing resources to meet curricular and programmatic needs of academic divisions and instructional programs. Recommend academic computing policies and procedures to ensure the security, accountability and efficient and effective use of academic computing resources.

- ▶ Support the planning activities of functional units (departments, division, etc.) and outside constituencies in the development of the college planning activities.
- ▶ Serve as a member on various College committees and teams, including chairing the Technology Committee and Banner Core team.
- ▶ Serve as campus evening supervisor on a rotational basis with other administrative/management personnel.
- ▶ Perform other work related duties as assigned.

## **KNOWLEDGE AND ABILITIES**

### **Knowledge of :**

- ▶ Information systems technologies including: systems analysis and design, PC operating systems (Windows) and common applications (Word, Excel, Access, PowerPoint, WordPerfect, etc.), network operating systems (Novell, Windows NT), LAN and WAN interconnectivity, mainframe and associated operating systems (HP9000 and UNIX), database management systems (Oracle/SCT-Banner) and Structured Query Language (SQL), and E-Mail/work group productivity systems (Exchange/Outlook) with gateways.
- ▶ Telecommunications technologies including PBX systems, telecommunication wiring and design considerations and interfaces with network systems.
- ▶ Research techniques and statistical analysis.
- ▶ Organization planning.

### **Ability to:**

- ▶ Communicate effectively in speech and writing to convey information to staff, faculty, management, and personnel who represent external agencies and outside contractors.
- ▶ Understand emerging IT technologies and the possible impact to existing District information systems, instructional processes and business operations. Plan for effective integration as needed.
- ▶ Develop and implement strategic and operational plans.
- ▶ Achieve assigned objectives through management of technology and personnel.
- ▶ Motivate and lead personnel.
- ▶ Resolve issues in an expeditious manner.
- ▶ Conduct statistical analysis including the development and use of modeling methodology.
- ▶ Establish and maintain cooperative and effective working relationships with District employees.

## **EDUCATION & EXPERIENCE**

A Bachelor's degree from an accredited institution in information systems, telecommunications, computer science or a related field, and six years experience managing an Information Technology Department, including network and database administration in a multi-user environment, OR

A Master's or higher degree from an accredited institution in information systems, telecommunications, computer science or a related field, and three years experience managing an Information Technology Department, including network and database administration in a multi-user environment, OR the equivalent.

## **WORKING CONDITIONS**

### Environment:

Office and other locations on the main campus as well as other sites which the District serves. Some travel to outlying sites may be required.

### Physical Abilities:

Dexterity of hands and fingers to operate a variety of computer and telecommunications equipment; speaking and hearing to communicate with District employees and outside personnel; sitting for extended periods of time; moderate lifting of up to 40 pounds.

## **CONDITIONS OF EMPLOYMENT**

A full-time, 12-month, management position. Indexed to placement on the Administrative and Management Salary Schedule at the Director II level. This position is subject to evening hours and weekends.

Board approved: 08/21/08