



## ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

### DIRECTOR, TECHNOLOGY OPERATIONS

RANGE: 38

#### **BASIC FUNCTION:**

Under the general direction of the Executive Director of Information Technology Services, the Director of Technology Operations functions deputy to Executive Director and manages day-to-day operational activities of the department. These areas include; systems and infrastructure, telecommunications, and general supervision of the Manager of Instructional Support Services who has oversight of help desk, academic computing including design, desktop hardware/software maintenance, computer classroom/labs, and the Instructional Multimedia Center.

#### **REPRESENTATIVE DUTIES:**

- Actively collaborates with peers to ensure appropriate application of services to support Enterprise Applications and Planning Office
- Manages, directs, supervises and evaluates the staff, effectively integrating part-time, student and support personnel.
- Communicates, collaborates and cooperates with faculty, support staff, administration and students to plan, develop, and support the information technology functions of the college.
- Approves purchases of computer hardware and software, and related technology in order to ensure lower costs, quality of merchandise and uniformity of equipment.
- Assists departments in addressing functional needs, purchasing equipment, networking/integration, providing appropriate hardware and software upgrades, managing installation, storage and data integrity.
- Directs staff in assisting faculty, support staff, and administration in evaluating emerging technologies, maintaining technology literacy and creative application of technology resources.
- Makes recommendations for administrative computing, telecommunications and instructional computing personnel needs and, as appropriate, participates in the hiring process.
- Facilitates the academic computing function of the college by supporting, distance learning and other media resources.
- Develops, recommends, maintains and documentation on policies, procedures and security strategies, audits their effective use, and monitors compliance.
- Plans and manages the telecommunications services of the college (maintains telecommunication lines and phones; manages and maintains long distance services).
- Oversees the information technology help desk function for consolidated helpdesk services, standard desktops, applications, printing, and telco/voice mail.



#### REPRESENTATIVE DUTIES (Continued):

- Maintains, improves and reports on the college technology resources inventory.
- Oversees and participates in software and hardware upgrades.
- Collaborates with Executive Director, Peers, and participatory governance groups to establish campus-wide software and hardware standards for procurement and support.
- Performs other managerial duties as assigned.

#### **EDUCATION AND EXPERIENCE:**

- Any combination equivalent to: Bachelor's degree in information systems, computer science, management information systems, computer engineering or a related field. Four years of recent, full-time experience in any combination of systems analysis, information systems design, information systems development, network design or administration or computer applications training; including three years recent experience in a management or supervisory capacity.
- Specific experience with current technology related to institutions of higher education is highly desirable.
- Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.

#### **DESIRABLE QUALIFICATIONS:**

- Experience in an educational environment.

#### **KNOWLEDGE OF:**

- Best practices, applications, techniques and methods of information technology management.
- Current knowledge of major hardware platforms, operating systems, and networking standards
- Management of complex network services architecture, infrastructure and networking security, telecommunications, maintenance, operation and/or programming within a multi-site enterprise.
- Principles of employee evaluation, staff development, employee relations, and concepts of progressive discipline
- Principles and techniques of budgeting, budget reporting and financial management
- Knowledge of accessible technologies, including requirements of ADA Sections 504 & 508 and WCAG 2.0 AA.
- Modern office procedures and equipment

#### **ABILITY TO:**

- Work well in a collaborative environment.
- Communicate effectively, both verbally and in writing.
- Demonstrate a commitment to the philosophy of the community college.