

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

MANAGER, INSTRUCTIONAL & SUPPORT SERVICES

CMS Salary Range 31

BASIC FUNCTION:

Under direction of the Executive Director of Information Technology Services, manage college instructional media and information technology support operations to plan, organize, coordinate and participate in analysis, design, installation and maintenance of college computer equipment, applications, instructional media and help desk operations.

REPRESENTATIVES DUTIES:

- Supervise Help Desk, Support Staff, & Instructional Media staff. Engage with customers and peers in design, implementation, and maintenance of complex information technology systems including voice, video, data networks, and applications to ensure the support services are engaged in implementation.
- Work with the supervisor to determine college-wide technology needs, appropriate hardware and software within the current standards, to establish and maintain a standard desktop and standard hardware platforms for faculty, staff, and instructional lab needs; recommend technology implementation plans as appropriate. Ensure compliance with all desktop hardware and software standards.
- Develop, implement, and monitor service level agreements. ,
- Oversee development and implementation of technical training for faculty and staff across the college. Participate in training classes and workshops related technical subjects. Advocate for, and engage with, constituencies to identify employee end-user training needs. Evaluate end user training programs to determine their quality and effectiveness. ,
- Analyze technology support demands, level of work and staff work assignments, and engage with customers and appropriate governance groups to establish appropriate organizational alignment of resources. ,
- Work with the peers to set priorities for all support services related to the installation, selection and maintenance of PCs, peripheral devices, telecommunications equipment, controls, and specifications. ,
- Ensure consistent use of the district-wide help desk systems to record and assign service calls. Establish and maintain Key Performance Indicators by which support standards and support matrixes can be assessed. ,
- Collaborate with peers on the evaluation of hardware, computers, servers, network components, switches, wireless access points and other network items for the college to ensure consistent support services and levels. Ensure compliance with all desktop hardware and software standards.
- Coordinate activities with equipment and repair vendors; assist purchasing in securing the best pricing on Information Systems equipment and services.
- Perform related 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 with a minimum of four years of recent, full-time experience in any combination of systems analysis, information systems design, information systems development, network administration, or computer applications training. Education can be matched on a year-for-year basis in a management or supervisory capacity in any combination of systems analysis, information systems design, information systems development, network administration, or computer applications training. Specific experience with current technology related to instruction is highly desirable.

DESIRABLE QUALIFICATIONS:

- Drafting, negotiating, and managing service level agreement driven services driven by ISO 27001, ITIL, ITSM (or similar methodologies).

- Specific experience with current technology and/or support services delivery higher education is highly desirable.

KNOWLEDGE OF:

- State-of-the-art theories, applications, techniques, and methods of information technology management as well as educational information technology.
- Principles and techniques of budgeting, budget reporting, and financial management.
- Principles of employee evaluation, staff development, employee relations; concepts of progressive discipline.
- Principles of staff and end-user training and support services, including documentation, on-line, and classroom instruction.
- Modern office procedures and equipment.
- Telecommunications equipment and protocols.
- Information networking standards and best practices.
- Information security best practices.

ABILITY TO:

- Provide leadership and direction for the information technology services of the colleges, make decisions, and be held accountable for the results.
- Analyze complex technical, instructional, and administrative information to identify relevant concerns and recognize alternatives and to formulate logical and objective conclusions.
- Develop and recommend modifications to hardware/software, staffing, budget, program dimensions and boundaries.
- Write and orally express difficult and complex concepts clearly and concisely. Communicate networking procedures and requirements to users.
- Analyze problems in computer operations and communications techniques.
- Maintain current knowledge of technological advances in the field.
- Plan and organize work.
- Establish and maintain cooperative and effective working relationships with others.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Computer Support Technicians, Computer Laboratory Technicians, Technical Trainer, & Instructional Media Staff.

CONTACTS: Co-workers, staff, other departmental personnel, administration, contractors and vendors.

PHYSICAL ABILITIES:

- Hearing and speaking to exchange information and to provide work direction
- Seeing to assure accuracy of work
- Dexterity of hands and fingers to operate a computer keyboard

WORKING CONDITIONS:

- Normal office environment.