

PERALTA COMMUNITY COLLEGE DISTRICT - August 12, 2004

CLASSIFIED JOB DESCRIPTION

**DIRECTOR OF TECHNOLOGY SERVICES
(Management Salary Range 3)
Job Code: 724**

CLASS PURPOSE

The Director of Technology Services reports directly to the Associate Vice Chancellor for Information Technology. Under general guidance, the Director will be responsible for desktop computers, system servers and network infrastructure, and telecommunication systems that support district-wide administrative and instructional functions. The Director works closely with both instructional and administrative service organizations to ensure that staff, faculty and students' needs are met. He/she will develop standards and guidelines to ensure that desktop computer and related systems are implemented properly. He/she will provide management and technical leadership, will manage the daily operations and will work closely with outside consultants and contractors in the planning and implementation of new technology and infrastructure.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Supports academic departments in their efforts to implement technology programs and systems that facilitate the educational process.
- Works closely with the administrative departments to ensure that the supporting administrative functions are met.
- Ensures that the implementation of technology will occur in an integrated manner for the benefit of both academic and administrative processes.
- Ensures that server systems that support district-wide services (such as district-wide email, file systems, web services, and purchasing system) are supported, maintained and upgraded properly, and work reliably and securely.
- Ensures that district-wide network and telecommunication infrastructure are supported, maintained and upgraded properly, and work reliably and securely.
- Works with the campuses with their computing technology implementation and support.
- Assist the Associate Vice Chancellor for Information Technology in developing district technology standards and guidelines and ensures that these standards and guidelines are implemented efficiently and effectively.
- Coordinates activities to ensure the systems that are used district wide are implemented in an efficient, timely and cost effective manner at the district office and the colleges.

Job Description: Director of Technology Services

- Performs project management activities and coordinates technology programs.
- Manages and supervises staff; performs evaluations of staff performance.
- Provides technical advice and direction to staff and performs technical tasks if necessary.
- Assists appropriate administrators, staff and faculty in evaluating and implementing the use of appropriate technology that allows the district to meet its mission.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. Bachelor's degree from an accredited college or university institution in management information systems, computer science, business administration or a closely related field.
2. Three years increasingly responsible experience in managing desktop computers and server systems in an institutional environment.
3. Examples of relevant knowledge, skills and experience include:
 - Knowledge of planning, organization and direction of information technology systems and networks
 - Knowledge of budget preparation and control.
 - Knowledge of LANs, WANs and other operating systems.
 - Knowledge of Principles and practices of management, supervision and training.
 - Applicable laws, codes, regulations, policies and procedures.
 - Networking and telecommunications techniques.
 - Ability to plan, organize, control and direct.
 - Ability to communicate effectively, orally and in writing, with both the user community and department staff.
 - Supervise and evaluate the performance of assigned staff.
 - Interpret, apply and explain rules, regulations, policies and procedures.
 - Meet schedules and deadlines.
4. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Master's Degree from an accredited college or university is desirable.
- Community college or other public agency management information systems experience.
- Demonstrated successful experience in resolving complex user problems.
- Experience managing large projects.
- Five (5) years in design, implementation and support of computers, servers, networks and telecommunications.

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- Experience in managing employees covered by union collective bargaining agreements.
- Experience with instructional and web-based technology.

ENVIRONMENTAL DEMANDS

Occasional work performed alone. Constant work around and with other people.

PHYSICAL ABILITIES

The physical demands described here are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Typical physical abilities for this position are:

- Prolonged and frequent sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping
- Moderate to heavy usage of hands in grasping, repetitive hand movement and finger coordination in keeping records and preparing reports using a computer keyboard.
- Speech and hearing to communicate effectively in group settings and by telephone to students, faculty, staff, and others.

Revised: 5-23-13