

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Associate Vice Chancellor, Information Technology Services

Unit: Management

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Job Code: C3202
Original Date: 01/2005
Last Revision: 07/2023
Staff Type: Classified
FLSA status: Exempt
Salary Range: 8

DEFINITION

Under the general leadership of the Executive Human Resources Officer and in accordance with the goals of the District, the Associate Vice Chancellor, Information Technology Services plans, organizes, directs, administers, reviews, and evaluates districtwide Information Technology Services programs including enterprise applications, hardware infrastructure, network services, helpdesk operations, communication platforms, cybersecurity, and related functions. The Associate Vice Chancellor provides equitable operational leadership to a broad and diverse group of District stakeholders in the application of policies, procedures, resources, support, and standard business practices. The Associate Vice Chancellor serves as the Acting Vice Chancellor in the absence of the Vice Chancellor as assigned.

EXAMPLES OF DUTIES

1. Develop, implement, manage, coordinate, and lead the daily operations within the Information Technology Services Department to provide effective, efficient, and equitable services to the District's diverse stakeholder communities.
2. Develop, implement, manage, coordinate, and lead design and maintenance of major districtwide data, network, information technology, communication applications, and cybersecurity systems within established laws, regulations, policies, procedures, and standard business practices; and recommend revisions to established processes to expand inclusion, equity, and accessibility for the District's diverse communities.
3. Develop, implement, manage, coordinate, and lead daily operations to support the District's Enterprise Resources Planning system implementation, use, programming, updates, accessibility, performance, and security within applicable laws, regulations, policies, procedures, collective bargaining agreements, and standard business practices while expanding inclusion, equity, and accessibility for the District's diverse communities.
4. Oversee the design and implementation of enterprise wide application development, implementation, maintenance, review, and revision standards and effectively manage adoption across the organization with an emphasis on delivering equitable outcomes and accessibility for the District's diverse communities.
5. Develop, recommend, update, and implement policies, procedures, standards, practices, and security measures to ensure the integrity, reliability, and accessibility of technology systems and applications, digital information and records, communication platforms, and related systems for diverse communities.
6. Monitor industry trends, best practices, and advancements in information technology services administration, emerging technologies, and recommend changes as needed to maintain the organization's technology systems performance, accessibility, and security.
7. Consult on the negotiation for the acquisition, lease, modification, installation, and maintenance of computer software, hardware, and related products to ensure effective, efficient, cost-effective, and equitable technology resources for diverse stakeholders.
8. Conduct, coordinate, and oversee project planning, development, implementation, and completion; provide presentations to the Board of Trustees, Chancellor's Cabinet, Academic and Classified Senates, and other stakeholders as appropriate; create and provide project timelines, deliverable, documentation and materials; and establish, monitor, analyze, and modify objectives, tasks, delegations, responsibilities, deliverables, resources, conditions, and priorities as necessary.

9. Establish and maintain positive working relationships with vendors, contractors, and external agencies for technical support and computer partnership agreements and represent the District in negotiations for services and supplies.
10. Plan, design, implement, and manage multiple information technology services projects effectively, efficiently, and equitably, including prioritizing and scheduling work, documenting and communicating progress, and coordinating with diverse user groups.
11. Develop, implement, manage, coordinate, and lead professional development and training programs for department staff to ensure currency with emerging technologies within an educational institution.
12. Represent the District in local, State, and national committees, workgroups, and meetings; participate proactively in assigned committees and special projects; cooperate, coordinate, and collaborate with stakeholders as appropriate to advance Information Technology Services strategic objectives and effective operations.
13. Plan, organize, implement, direct, administer, review, evaluate, and revise assigned programs, services, and activities in accordance with the District's mission, vision, values, strategic goals and objectives, and ensure legal compliance and integrity in a manner promoting equity, inclusion, and access for the District's diverse student, employee, and stakeholder communities.
14. Manage financial resources within assigned areas of responsibility to ensure expenditures are within revenue projections, budgets are developed timely and implemented effectively, allocation and use of resources are equitable and support the District's DEIA-related goals and objectives, and to ensure continuity of operations and services.
15. Ensure the timely preparation, maintenance, submission, and distribution of reports and records as required by federal, state, local, and District regulations and policies; provide routine and timely communications to the Chancellor, Board of Trustees, Chancellor's Cabinet, and District stakeholders of the status of assigned functions, programs, and services.
16. Plan, organize, direct, supervise, and lead daily operations in assigned areas of responsibility, including assigning job duties and work schedules, providing timely feedback on performance, conducting performance evaluations, assessing training and professional development needs for assigned staff and providing training opportunities, participating in hiring and onboarding new staff, and participating in corrective and disciplinary processes with assigned staff.
17. Utilize technology resources effectively to automate routine processes and procedures, improve efficiency of operations, and maintain currency with telecommunication operational standards; evaluate and recommend changes in technology resources to improve operations; collaborate proactively with technology services staff to make programming changes necessary to meet operational requirements; and ensure use of technology resources results in equitable services and outcomes for diverse communities.
18. Work collaboratively and professionally with faculty, staff, students, and stakeholders from diverse academic, socioeconomic, cultural, disability, gender identity, and ethnic communities.
19. Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.
20. Contribute positively to a culture valuing diversity and promoting equity, inclusion, and accessibility; promote staff diversity, address equity gaps impacting students, and create an inclusive environment within assigned areas of responsibility.
21. Perform related duties as assigned.

DESIRABLE QUALIFICATIONSKnowledge:

- California Education Code and Title V regulations and laws, regulations, and statutes applicable to assigned areas of responsibility.
- District organization, operations, mission, strategic objectives, policies, procedures, and rules.
- Effective communication methods, techniques, and modes to engage with diverse stakeholder communities.
- Effective project management principles and practices.
- Lived experiences of students from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Principles of effective community college and higher education instructional programs, comprehensive student services, and administrative operations.
- Principles of effective cybersecurity programs.
- Principles of effective, efficient, equitable, and strategic information technology services management in an educational institution.
- Principles of effective, efficient, and equitable public administration and organizational management, leadership, and operations.
- Principles of effective ERP implementation, programming, and administration.
- Principles of effective information technology services delivery.
- Principles of effective participatory governance processes and engagement.

Skills and Abilities:

- Communicating and gaining support for the District's mission, vision, and values.
- Communicate effectively through multiple modalities with diverse internal and external stakeholders.
- Create a culture of shared accountability for effective performance within assigned areas.
- Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations to the Chancellor and Board of Trustees within applicable laws, regulations, policies, procedures, rules, and effective business practices
- Establish and maintain effective working and professional relationships with individuals from diverse communities.
- Hire, onboard, train, evaluate, supervise, develop, and discipline assigned staff.
- Leading effectively through participatory governance and in collaboration with diverse stakeholders.
- Learn from errors, determine appropriate corrective action, and prevent repeat occurrences.
- Manage, coordinate, and lead in planning/research, evaluating, monitoring, maintaining, and expanding human resources and administrative services programs in a community college district.
- Operate and effectively use office technologies and software applications, including general business platforms and technologies and enterprise resource planning systems.
- Organize, assign, prioritize, and guide work activities within assigned areas of responsibility and provide timely, effective feedback.
- Plan, organize, direct, administer, review, and evaluate assigned programs and services and formulate program policy recommendations to implement the District's Educational Master Plan and other goals and objectives in accordance with local, State, and federal laws.
- Read, interpret, and apply laws, regulations, policies, and guidelines impacting the effective, efficient, and equitable performance of the assigned areas and the District's comprehensive operations.
- Research, analyze, develop, and interpret policies and procedures impacting assigned areas of responsibility.
- Strategic planning, action, and leadership.

Training and Experience:

Any combination of training and experience equivalent to: a Master's degree from an accredited college or university in computer science, engineering, information technology, business administration, public administration or a field related to the assigned areas of responsibility, six years of relevant business experience, and three years of increasingly responsible supervisory or management experience related to the duties of this position with two years in an administrative capacity.

Demonstrated cultural humility, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college staff, faculty, and students.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office. Requires some travel between District sites, conferences, and events.