

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Director of College Technology Services

Unit: Management

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Job Code: C3203
Original Date: 07/2014
Last Revision: 07/2023
Staff Type: Classified
FLSA status: Exempt
Salary Range: 6

DEFINITION

Under the general direction of the College Vice President of Administrative Services, manage the daily operations of college technology services. The Director provides strategic leadership and advocacy to large service and programmatic areas involving service to academic programs, instructional support, administrative support, student services, and college leadership. Collaborate with the District technology services on planning and technology implementation and in making high level decisions and recommendations. Support campus technology, electronic classrooms and labs, video and audio, project development, event support and emerging technologies. The Director works closely with college administration, the district, faculty, staff, and other stakeholders to identify opportunities and to ensure that technology is focused on the college's educational master plan and strategic goals. Outreach and communication are critical aspects of the position.

EXAMPLE OF DUTIES

1. Plan, organize, coordinate, manage, and evaluate the college technology services function.
2. Manage and monitor progress of technology department projects; the establishment and tracking of project plans; regular reporting of project status.
3. Establish overall objectives and plans; initiate and participate in overall function planning, assess needs for new services, technology, and support of educational programs; facilitate their development and implementation in accordance with established approval guidelines and budgets.
4. Manage and develop process methodologies related to technical infrastructure support in a learning environment.
5. Compile and manage the reporting of technology activities; assist with the development of the technology strategic plan; annual reporting; participate and present at college and district meetings.
6. Meet with college President, Vice Presidents, Dean's and Management, District IT and other end user departments or councils to identify project priorities; consolidate and communicate priorities into short and long term plans.
7. Assist in the maintenance of budget records for the department; coordinate the development of short and long term technology replacement plans.
8. Manage and coordinate the development of technical RFP's for various hardware and software acquisitions; serve as technical resource in college procurement process.
9. Coordinate training for new college application functionality, technology and services; develop technology; prepare staff development training plans as necessary.
10. Manage the college inventory of hardware and software, purchases, leases, maintenance and repair agreements; develop reports as needed.
11. Supervise assigned supervisors, managers and areas of specific technical and development areas; hire and evaluate staff in coordination with the Vice President.

12. Serve as a member of College and other committees and task forces; maintain liaison with other sites and District administration to assure proper coordination of activities; promote sharing of ideas and communication of successful operating practices with others in similar positions inside and outside the College or District.
13. Represent the College and participate at the local, State and national levels in organizations and activities that improve, promote and publicize College instructional/instructional support programs.
14. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Analytical methods.
- Budgeting principles.
- Computers and applicable software applications.
- Customer service principles.
- Mainframe and minicomputer database theory.
- Management and supervisory principles.
- Project management principles and practices.
- Strategic Planning and forecasting.
- Technological trends and developing practices.

Skills and Abilities:

- Adapt to rapidly changing environments.
- Analyze business and technical problems, identify alternative solutions, project consequences of proposed actions, and make recommendations in support of goals.
- Communicate effectively through oral and written mediums.
- Communicate technical information to a non-technical audience.
- Conduct contract negotiations and requests for proposals.
- Coordinate activities with other internal departments and/or external agencies.
- Develop and monitor budgets.
- Develop, recommend, implement, and monitor policies, procedures, and work flow.
- Diagnose and resolve complex technology issues.
- Excellent technical, organizational, communication, planning and writing skills, and a strong commitment to customer service and outreach are necessary.
- Maintain confidentiality.
- Maintain current in technical skills for industry standards.
- Manage large scale and complex technology related projects.
- Mediate conflict.
- Monitor legal and regulatory changes.
- Prepare and review a variety of reports related to organizational activities.
- Research, analyze, and apply relevant information to the development of information technology processes and programs making recommendations for improvement.
- Supervise subordinate staff.
- Utilize computer technology used for communication, data gathering and reporting.
- Work with diverse academic, cultural and ethnic backgrounds of community college students and staff.

Training and Experience:

Any combination equivalent to: a Master's Degree from an accredited college or university with major course work in computer science, information technology, or a related field; and four years of increasingly responsible supervisory experience in a technology or computing environment. Candidates must have increasingly responsible experience in both successfully helping an educational institution or similar organization evolve in its use of technology and in managing a staff with a broad set of responsibilities.

WORKING CONDITIONS

Physical Requirements:

Category II

Environment:

Work is generally performed in an office environment with frequent interruptions and irregularities in the work schedule.