

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Director, Information Technology Services

Unit: Management

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Job Code: C3404
Original Date: 04/2023
Last Revision: 04/2023
Staff Type: Classified
FLSA status: Exempt
Salary Range: 6

DEFINITION

Under the general leadership of the Associate Vice Chancellor of Information Technology (IT) Services or other assigned administrator, and in accordance with the goals of the District, the Director IT Services, plans, organizes, directs, administers, reviews and evaluates daily operations in assigned ITS department programs such as enterprise applications, hardware infrastructure, network services, helpdesk operations, communication platforms, cybersecurity, and related functions. The Director 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 Director serves as the Acting Associate Vice Chancellor in the absence of the Associate Vice Chancellor as assigned.

DISTINGUISHING CHARACTERISTICS

The Director, Information Technology Services is distinguished from the Associate Vice Chancellor, Information Technology Services in that the Associate Vice Chancellor is responsible for establishing the strategic goals, objectives, and plans of the Information Technology Services department and the Director is responsible for implementing the daily operations in alignment with the goal, objectives, and plans.

EXAMPLE OF DUTIES

1. Develop, implement, manage coordinate, and lead the daily operations within programs and functional areas within the Information Technology Services Department to provide effective, efficient, and equitable services to the District's diverse stakeholder communities.
2. Lead or assist in developing, recommending, updating, and implementing 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.
3. Lead design and implementation of assigned projects, application development, and related operations with an emphasis on delivering equitable outcomes and accessibility for the District's diverse communities.
4. Collaborate on and lead the integration of network architecture with network engineers, system administrators and project team leads, database administrators, and business operations teams.
5. 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.
6. 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.
7. Conduct, coordinate, and oversee project planning, development, implementation, and completion; provide presentations to stakeholders as assigned; create and provide project timelines, deliverables, documentation and materials; and establish, monitor, analyze, and modify objectives, tasks, delegations, responsibilities, deliverables, resources, conditions, and priorities as necessary.

8. 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.
9. 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.
10. Develop, implement, manage, coordinate, and lead professional development and training programs for department staff to ensure currency with emerging technologies within an educational institution.
11. Represent the department in committees, workshops, 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.
12. 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.
13. 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.
14. 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 Vice Chancellor, People, Culture, and Technology Services; Associate Vice Chancellor, IT Services, and District stakeholders of the status of assigned functions, programs, and services.
15. 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.
16. 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.
17. Work collaboratively and professionally with faculty, staff, students, and stakeholders from diverse academic, socioeconomic, cultural, disability, gender identity, and ethnic communities.
18. Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities, model inclusive behaviors; and achieve equity in outcomes.
19. 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.
20. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge:**

- 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, and equitable public administration and organizational management, leadership, and operations.
- Principles of effective, efficient, equitable, and strategic information technology services management in an educational institution.
- 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:

- Communicate effectively through multiple modalities with diverse internal and external stakeholders.
- Communicating and gaining support for the District's mission, vision, and values.
- 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 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 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 to 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 Bachelor's Degree from an accredited college or university in computer science, engineering, information technology, business administration, public information or a field related to the assigned areas of responsibility, four years or relevant business experience, and two years of increasingly responsible supervisory or management experience related to the duties of this position with one year 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.