BASIC FUNCTION:

Under the direction of the Vice President - Information Technology, coordinate and direct projects, personnel, communications, user support functions and resources to meet the campus technology needs of the College and assure smooth and efficient activities; coordinate and direct the processes, procedures and associated documentation related to security of computer systems, networks, and telecommunications administration; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize, control and direct operations and activities involved in the implementation and support of campus technology systems, databases, software and applications; establish and maintain time lines and priorities; assure related activities comply with established standards, requirements, laws, codes, regulations, policies, procedures and campus technology goals.

Coordinate and direct the processes, procedures and associated documentation related to security of computer systems, networks, and telecommunications administration; review, assess, study and analyze the confidentiality, integrity and availability of sensitive data within the District; review existing procedures and documentation related to privacy and security issues.

Manager technology projects form initiation through closure; plan, direct and coordinate activities of infrastructure projects to assure goals and objectives are accomplished within prescribed timelines; conduct job walks on new construction projects as assigned; monitor project progress, status, task performance and risks; prepare report and present project status to committees and stakeholders and executive management.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures; establish and maintain a workplace climate that encourages staff professional development and participation.

Coordinate and direct user training, campus Help Desk services and campus-wide support related to the operation of computer, media systems hardware and desktop software; coordinate and direct user support functions; oversee and participate in technical assistance and training services concerning the operation of campus technology systems, databases, software and applications; respond to inquiries,...
and provide detailed and technical information and training concerning related practices, techniques, requirements, procedures and malfunctions.

Develop plan and standards for technical computer and network security systems and protocols; develop new standards and guidelines to address new security technology issues and trends; maintain current knowledge of new federal and State legislation, administrative code and industry trends regarding information technology security.

Plan and direct the design of multimedia technology solutions for classrooms and conference rooms; meet with faculty and staff to establish needs and provide information and support to explain what is possible; write proposals, including timetables, costs and scope of work.

Plan, coordinate and supervise vendors on campus; communicate scope of work, deliverables and action items to vendors; schedule, validate and approve work provided vendor installations and repairs; negotiate vendor contracts and write proposals; work closely with architects, electricians, cabling installers, multimedia vendors and others to provide recommendations and assure quality control standards are met.

Coordinate the refresh plan and manage the execution of the plan; provide executive management and governance committees with budget forecast of annual refresh activities; direct the establishment of procedures and performance of work required to connect new system for an end-user, including the installation of computer images, updating images and verify data is copied according to established procedures.

Supervise the technical support staff within the Information Technology Division to implement and support software with campus web-based services, assess workload implications and feasibility of new system requirements.

Develop and prepare the annual preliminary budget for the Information Technology – User Services division; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations.

Prepare documentation of system functionality and use; develop a thorough and rigorous testing of software and database performance before new applications are released into production.

Coordinate and schedule the support of campus events, such as lectures, faculty in-services, presentations, speaking engagements, seminars and other events.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

December 2013
Ewing Consulting, Inc.
Planning, organization and direction of operations and activities involved in the development and implementation of campus technology systems, databases, software and security applications. Principles, methods and procedures of operating computers, network systems and peripherals. Technical aspects of researching technology systems and equipment. System utilities and design and program applications. Database structures, on-line applications and system capabilities of campus technology systems. Principles, practices and methods of database structures, computer programming and system design. Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of hardware, software, networks and peripherals. College organization, operations, policies and objectives. Policies and objectives of assigned programs and activities. Applicable laws, codes, regulations, policies and procedures. Principles and practices of administration, supervision and training. Budget preparation and control. Oral and written communication skills. Interpersonal skills using tact, patience and courtesy.

ABILITY TO:
Plan, organize, control and direct operations and activities involved in the development and implementation of campus technology systems, databases, software and applications. Coordinate and direct projects, personnel, communications, user support functions and resources to meet the technology needs of the College and assure smooth and efficient activities. Supervise and evaluate the performance of assigned personnel. Research, analyze and maintain current knowledge of new technologies to identify opportunities to meet technology needs. Direct the programming, development, modification and analysis of computer systems, databases and applications to meet campus technology needs and provide for system enhancements. Direct user support functions concerning campus technology systems, software and applications. Plan, organize, control and direct the investigation, troubleshooting, diagnosis and repair of hardware, software, network and peripheral malfunctions. Communicate effectively both orally and in writing. Interpret, apply and explain laws, codes, rules, regulations, policies and procedures. Establish and maintain cooperative and effective working relationships with others. Operate a computer and assigned office equipment. Analyze situations accurately and adopt an effective course of action. Meet schedules and time lines. Work independently with little direction. Plan and organize work. Prepare comprehensive narrative and statistical reports. Direct the maintenance of a variety of reports, records and files related to assigned activities. Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.

EDUCATION AND EXPERIENCE:

December 2013
Ewing Consulting, Inc.
Any combination equivalent to: bachelor’s degree in computer science or related field and three years increasingly responsible experience in the development, design, operation, analysis, maintenance and repair of computer systems and related hardware and software.
LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.
Valid Project Management Professional certification.
Certified Information Systems Security Professional.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting for extended periods of time.