VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR OF COLLEGE INFORMATION TECHNOLOGY SERVICES

BASIC FUNCTION:

Under the general direction of an assigned administrator, provide leadership, consultation, and strategic direction for information technology activities at a college campus, and direct, coordinate, and participate in the planning, analysis, design, installation, and maintenance of technology systems, applications, networks, audio-visual technology, and communications systems used at the college.

REPRESENTATIVES DUTIES:

Plan, organize, and coordinate information technology activities and operations at an assigned college and develop goals, objectives, policies, and procedures for the college information technology department. *E*

Consult with college management and the district-level Information Technology Department to identify and prioritize current and future technology needs and solutions; analyze technology needs and provide direction for technology infrastructure acquisitions and upgrades. *E*

Develop, implement, update, and ensure compliance with information technology department program plans and service unit outcomes and prepare related documentation; assess and prioritize campus program review requests in collaboration with technology committees. *E*

Supervise, hire, train, and evaluate information technology department staff engaged in designing, implementing, and maintaining information technology systems including hardware, applications, web/internet, and network resources and supporting campus technology users in the use of such systems**.** *E*

Ensure compliance with technology-related accreditation standards and coordinate with campus accreditation coordinators to demonstrate that applicable standards are met. *E*

Coordinate and direct the installation and maintenance of end-user computer hardware, software applications, and operating systems. *E*

Direct the testing, training, and evaluation of computer hardware and software systems, multimedia and audio-visual systems, servers and operating systems, and communications systems. *E*

Coordinate and direct the development, implementation, and monitoring of security policies and practices for the college's networks. *E*

Provide and review recommendations for improvement of network systems and hardware. *E*

Assess instructional technology needs and provide input and direction for instructional technology program review plans in collaboration with deans, faculty, and instructional support staff; oversee

Reestablished February 2015
Established October 2007

the implementation and ongoing technical support for classroom technology including computers, peripherals, and audio-visual systems. *E*

Develop, monitor, and maintain the unit's budget in collaboration with the Associate Vice Chancellor of Information Technology and the Vice President of Business Services and prepare related reports; budget for ongoing upgrades and support necessary to sustain campus needs and future growth. *E*

Oversee the operation of the campus-wide help desk system used to record and assign service calls; provide direction to information technology staff on prioritizing work requests. *E*

Develop, implement, and monitor service level agreements. *E*

Analyze campus technology inventory and provide recommendations for technology refresh purchases. *E*

Coordinate activities with equipment and repair vendors; assist the purchasing department in the acquisition of information systems equipment and services. *E*

Prepare reports, documentation, and proposals pertaining to technology services; recommend and implement improvements to department documentation processes and standards. *E*

Perform other duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operations, activities, and services of a technology services unit
Modern office procedures and equipment
Communications equipment and protocols
Computer hardware, including desktop, laptop, mobile, servers, storage, and networks
User software applications
Computer operating systems
Audio-visual equipment
Principles of computer systems administration
Pertinent federal, state, and local laws, codes, and regulations
District organization, operations, policies, procedures, and objectives
Principles of budget development and maintenance
Principles and procedures of inventory and records management
Principles of report preparation
English grammar, spelling, and composition
Principles of program planning and program review

ABILITY TO:

Communicate clearly and concisely, both orally and in writing
Analyze situations accurately and adopt effective courses of action
Select, train, supervise, and evaluate personnel

Maintain current knowledge of technological trends and advances in the field to provide direction for future campus technologies
Analyze fiscal information to develop and maintain budgets
Plan and organize work to meet changing priorities and deadlines
Understand and carry out oral and written directions
Collaborate with others to carry out work
Establish and maintain effective working relationships with those contacted in the course of work
Exercise initiative and independence of judgment and action
Prepare reports by gathering and organizing data from a variety of sources

EDUCATION AND EXPERIENCE:

Education: A bachelor's degree with an emphasis in information technology, computer science, or a related field.

Experience: Four years of experience installing and maintaining computers, communication equipment, systems software, and related peripheral equipment, including one year of experience supervising technology support staff. Additional qualifying experience may substitute for two years of the required education on a year-for-year basis.

WORKING CONDITIONS:

ENVIRONMENT:

Office/college campus environment
Variable hours, including evenings

PHYSICAL ABILITIES:

Hearing and speaking to exchange information and to provide work direction
Seeing to assure accuracy of work
Dexterity of hands and fingers to operate a computer keyboard
Sitting for extended periods of time
Bending and stooping to repair and install equipment
Lifting heavy computer equipment and supplies

HAZARDS:

Extended viewing of a computer monitor
Extended use of a keyboard and mouse