



District Director, Technology Services

Management Range: 20

Board Approved: 06/08/2023

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*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Under the direction of the appropriate administrator, the District Director of Technology Services provides leadership for all aspects of campus District technologies, which include academic, student services, District-wide networks, telecommunications systems, Cloud Infrastructure, and support of enterprise level information systems, including Data Centers, Servers, Storage, Backup & Recovery, and Disaster Recovery. In addition, the position will support the implementation of District Strategic and Tactical Technology Plans.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Provides leadership for all aspects of District technologies, which include academic, student services, District-wide networks, telecommunications systems, Cloud Infrastructure, policy development, and support of enterprise level information systems, including Data Centers, Servers, Storage, Backup and Recovery, and Disaster Recovery.
2. Develops policies for resource management, including data migration and disaster recovery, and ensures integration with existing IT infrastructure.
3. Assists development of strategic, long-range technology planning and provides support in the implementation of the District Strategic and Tactical Technology Plans.
4. Strategically plans, implements, and manages District-wide cloud resources to optimize use, ensure security and compliance, and reduce costs.
5. Plans and implements backup, recover, and disaster recovery solutions for data centers to ensure data availability and minimize data loss in the event of a disaster or outage; coordinates with stakeholders to establish and maintain recover point objectives (RPO) and recover time objectives (RTO) that align with the District's business continuity and disaster recovery plans.
6. Plans, manages, and provides support for the lifecycle of data center equipment district-wide, ensuring hardware and software systems are up-to-date, secure, and available to support operations and strategic goals District-wide.
7. Manages District-wide SSO and MFA solutions, policies, and procedures for secure and efficient access to IT resources; mitigates security risks and ensures compliance while continuously monitoring and optimizing solutions.
8. Serve as the liaison to Campus Technology Services.
9. Directs and/or performs the operation, monitoring, testing, maintaining and repairing the District's computer-based enterprise-level information systems, network infrastructure, cloud infrastructure, and telecommunications systems.
10. Monitors and evaluates system performance and initiates necessary corrective action to ensure continuity of services meeting District-wide needs.
11. Designs and develops systems, including software, equipment, and facilities, which support the District's mission.
12. Assists in the development of annual budgets; monitors District technology expenditures; develops plans and strategies, including capital budgets, for hardware and software systems appropriate for District needs.



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13. Collaborates with the appropriate administrator on institutional planning and projects.
14. Collaborates with colleges to research, evaluate, and provide technical support for hardware and software that enhances academic and administrative performance and aligns with the District's strategic technology plans.
15. Makes recommendations and participates in the selection of systems and vendors, contracting for systems and services, and overseeing vendor installation of hardware and software.
16. Collaborates with appropriate departments to perform systems design and applications development for effective and efficient technical support of programs and services.
17. Provides leadership, direction, and coaching to assigned staff to assure current and continuing competencies in the fields necessary for effective performance.
18. Collaborates with District and College Technology Services to conduct and implement program review for all technology services.
19. Analyzes the resources needed to fulfill the department's service obligations.
20. Collaborates with appropriate campus and/or District committees and/or managers to establish District-wide standards for IT.
21. Anticipates, prevents and resolves difficult and sensitive inquiries, conflicts and complaints.
22. Performs related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- How information technology is used in instruction and college support programs.
- Principles and practices of administration, supervision, training and performance evaluation.
- Principles and practices of budget preparation and administration.
- Characteristics and capabilities of modern technological equipment; telecommunications systems, operations and development.
- Principles and practices of program development administration.

Ability to:

- Build team support.
- Develop cooperative working relationships in a highly diverse environment.
- Manage a complex information technology organization.
- Communicate effectively both orally and in writing.
- Develop and administer policies and procedures.
- Direct the work of others.
- Oversee, direct, and coordinate the work of lower-level staff.
- Gather and analyze data and situations and make appropriate decisions.
- Prepare and present comprehensive, concise, clear oral and written reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply California Education Code, Title 5, federal, state, and local policies, laws and regulations as it relates to the position.



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- Demonstrate professionalism, fairness and honesty in all aspects of the performance of duties.
- Provide leadership based on ethics and principles as they relate to campus technology functions and operations.

Education and Experience Guidelines – *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

A Bachelor's degree from an accredited college or university in a related field.

Required Experience:

1. Four (4) years of experience managing modern instructional network technology, preferably in an educational environment, that includes at least one (1) year of supervision.
2. Experience that indicates a sensitivity to and understanding of the diverse socioeconomic, cultural and ethnic backgrounds of staff and community college students and staff to staff and students with physical and learning disabilities.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight up to 25 pounds; to lift, carry, push, and/or pull heavier amounts of weight with or without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.