VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR OF TECHNOLOGY SUPPORT SERVICES

BASIC FUNCTION:

Under the general direction of the Associate Vice Chancellor, Information Technology, manage college technology support services departments engaged in the installation, support, and maintenance of college campus technology systems, software applications, networks, audio-visual equipment, and communication systems.

REPRESENTATIVES DUTIES:

Plan, organize, and direct operations and activities related to the installation and maintenance of campus technology systems, software applications, networks, audio-visual equipment, and communication systems.

Consult with administrators, faculty, and staff to determine information system requirements, specifications, and priorities; review recommendations for improvement of systems and hardware; facilitate the development of comprehensive information technology plans for the colleges; provide input relative to infrastructure planning and design for capital construction projects***. E***

Plan, coordinate, evaluate, and organize help desk services and end user support for each college campus. ***E***

Coordinate and participate in training classes and workshops on computer related technical subjects and identify employee groups to participate in end user training; evaluate end user training programs to determine their quality and effectiveness. ***E***

Develop and manage designated college information technology budgets; oversee all related purchasing for the technology support services departments at each college campus. ***E***

Analyze districtwide technology support demands, complexity and level of work assignments, and staff workload to determine appropriate organizational alignment and delegate work accordingly. ***E***

Collaborate with systems administrators and network engineers at the District Administrative Center in the testing, training, and evaluation of hardware, software, servers, network components, switches, wireless access points, and other network items for the college. ***E***

Ensure implementation, enforcement, and compliance with district wide information security standards. ***E***

Oversee activities with equipment and repair vendors; assist purchasing in securing the best pricing on information systems equipment and services. ***E***

Supervise, direct, train, and evaluate Technology Support Services Supervisors at each college campus. ***E***

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

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Current theories, applications, techniques, and methods of information technology management as well as educational information technology
Principles and techniques of budgeting, budget reporting and financial management
Principles of employee evaluation and employee relations
Modern computer hardware systems and software packages, including word processing, database, spreadsheet, and desktop publishing applications
Principles and practices of staff training and development
Pertinent federal, state, and local laws, codes, and regulations
Modern office procedures and equipment
Communications equipment and protocols
Information networking standards and best practices
Information security best practices

ABILITY TO:

Exercise effective leadership
Develop and implement appropriate procedures and controls
Communicate clearly and concisely, both orally and in writing
Make effective oral presentations
Select, supervise, train, and evaluate staff
Establish and maintain cooperative and effective working relationships with others
Analyze situations accurately and adopt effective courses of action
Work on multiple projects simultaneously

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: Bachelor's degree in information systems, computer science, management information systems, computer engineering or a related field.

Experience: Four years of experience providing technical support in the installation and maintenance of information technology systems and equipment such as hardware operating systems, network and infrastructure systems, file and application servers, audio-visual equipment, and communications equipment. Two years of experience must be in a management or supervisory capacity.

WORKING CONDITIONS:

ENVIRONMENT:

Office and data center environment
Variable hours, including evenings

PHYSICAL ABILITIES:

Sitting for extended periods of time
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

HAZARDS:

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