

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Manager, Technical Services

**Unit:** Management

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**Job Code:** C3410  
**Original Date:** 05/2013  
**Last Revision:** 05/2013  
**Staff Type:** Classified  
**FLSA status:** Exempt  
**Salary Range:** 16

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### **DEFINITION**

Under the direction of the Assistant Director of Information Technology, manage the day-to-day operations and support activities for the computer data center including mainframe and minicomputer systems and all ancillary hardware and software supporting the District's Administrative Enterprise Resource (ERP) applications. Recommend, develop, and administer standards, controls, policies and procedures in support of operations, database administration and systems programming staff.

### **EXAMPLE OF DUTIES**

1. Manage the technical operation of the District's administrative systems hardware and software; manage the day to day operations of the data center.
2. Develop, recommend, and administer policies, procedures, and processes in support of all data center operations and mainframe and minicomputer systems; implement and monitor compliance with approved policies, procedures, and processes.
3. Develop, recommend and monitor implementation of application, database and operating system security standards, procedures and controls, including vendor access and third party reporting procedures.
4. Collect and analyze a variety of complex data and information; prepare monthly activity reports for all ERP systems as well as related hardware and software; summarize findings in applicable reports or other communication mediums.
5. Manage and participate in the installation, configuration, troubleshooting, maintenance, and repair of applicable technologies and associated equipment. Maintain vendor partnerships and manage third party hardware and software vendors to support the needs of the District.
6. Participate in the development and administration of budgets; implement and allocate resources following budget approval; approve expenditures.
7. Prioritize production work and coordinates activities between development staff, technical staff and end user departments.
8. Participate in District-wide strategic and tactical planning.
9. Participate in the development of processes to track assets, manage and coordinate inventory, and/or perform other related activities.
10. Hire, supervise and evaluate staff.
11. Perform related duties as assigned.

### **DESIRABLE QUALIFICATIONS**

**Knowledge:**

Analytical methods.

- Budgeting principles.
- Computers and applicable software applications.
- Customer service principles.
- Mainframe and minicomputer database theory.
- Project management principles and practices.
- Supervisory principles.
- Technological trends.

Skills and Abilities:

- Adapt to rapidly changing environments.
- Analyze business problems and make recommendations based on findings.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and make recommendations in support of goals.
- Analyze processes and make recommendations for improvement.
- Communicate effectively through oral and written mediums.
- Communicate technical information to a non-technical audience.
- Conduct negotiations.
- Coordinate activities with other internal departments and/or external agencies.
- Design and develop program plans in assigned area of responsibility.
- Develop and monitor budgets.
- Develop, recommend, implement, and monitor policies, procedures, and work flow.
- Diagnose and resolve complex technology issues.
- Maintain confidentiality.
- Manage projects.
- Mediate conflict.
- Monitor legal and regulatory changes.
- Prepare a variety of reports related to operational activities, including statistical analysis.
- Prepare and/or review reports.
- Provide customer service.
- Research, analyze, and apply relevant information to the development of information technology processes and programs.
- Supervise subordinate staff.
- Utilize computer technology used for communication, data gathering and reporting.
- Work with diverse academic, cultural and ethnic backgrounds of community college students and staff.

Training and Experience:

Bachelor's Degree in Computer Science or related discipline. Relevant experience may substitute for the degree requirement on a year for year basis. Four years work experience in systems programming support for mainframe and minicomputer systems.

**WORKING CONDITIONS**

Physical Requirements:

Position requires long term viewing of computer terminal displays. No special coordination beyond that used for normal mobility and handling of everyday objects and materials is needed to perform the job satisfactorily.

Environment:

Work is generally performed in an office environment with frequent interruptions and irregularities in the work schedule.