

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Assistant IT Director

Unit: Management

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Job Code: C3404
Original Date: 05/2013
Last Revision: 12/2020
Staff Type: Classified
FLSA status: Exempt
Salary Range: 18

DEFINITION

Under the supervision of the Director of Information Technology (IT) Services or other assigned administrator, manage staff reporting to the position and the daily operations of the IT department to include but not limited to: support the installation, maintenance and use of information systems hardware, and software; support administrative computer applications and integrated Enterprise Resource Planning (ERP) system, plan and support the IT Help Desk, End User Computing, Data Center, Network, and Telecommunications; manage information technology platforms such as physical and virtual appliances, LAN and Telephony equipment, servers and storage, ensure network health, Disaster Recovery and/or other required backup and recovery processes and procedures are in place; plan capacity, design and implement IT security controls, and maintain network infrastructure resilience; support the effective, efficient and innovative implementation of technology in support of both educational and administrative functions; manage district-wide IT projects to ensure timely delivery of services; in the Director's absence, assume responsibility for management of the Information Technology functions. The Assistant IT Director must effectively communicate and collaborate with leadership, faculty, and staff, across the District, to support strong partnerships between IT and the community, and to ensure that the District Information Technology Services department is positioned to meet the current and future technology related needs of the District.

EXAMPLE OF DUTIES

1. Manage and monitor progress of IT Operations and Infrastructure projects; the establishment and tracking of project plans; regular reporting of project status.
2. Provide leadership for the IT Helpdesk, End User Computing support, Data Center, Network, Telecommunications planning and support areas.
3. Oversee the design and implementation of enterprise wide infrastructure architectural standards and effectively manage the adoption of standards across the organization.
4. Collaborate on the integration of network architecture by managing network engineers, system administrators and project team leads, database administrators, and business operations teams.
5. Manage delivery of Data Center services, fulfilling application Operating Level Agreements and infrastructure requirements.
6. Manage Data Center capacity and environmental controls e.g. security, power, cooling, fire suppression.
7. Oversee development of effective processes and tools that facilitate pattern analysis and enable proactive approaches that minimize or avoid service disruptions.
8. Develop and manage an internal catalog of IT services and accompanying service processes, service owners, dependencies, and interrelationships of technology components, and SLA's that facilitate the resolution of complex IT issues, help others to understand what IT services exist and what to expect, and enables front-facing staff to manage IT service recovery and delivery more effectively.
9. Ensure that there are processes and systems in place to systematically collect and effectively apply feedback related to the improvement of IT services.

10. Develop and manage both proactive and reactive communications throughout the District to ensure and encourage to utilization of IT services and are aware of any potential service issues and/or disruptions.
11. Participate in District committees and working groups to promote best practice use of information technology.
12. Manage operations within IT Service areas and provide strategic guidance for IT Service Management (ITSM) processes by engaging the organization in defining and following approved ITSM processes.
13. Responsible for maintaining positive relationships with all District personnel, identifying needs, priorities, consolidate and communicate priorities into broader governance framework and processes while ensuring service needs are met
14. Compile and manage the monthly reporting of IT activities; assist with the development of the Annual Work Plan, Annual Report and 5 year strategic plan; present plans at various district meetings.
15. Meet with Vice Chancellors, campus IT councils and other end user departments or councils to identify project priorities; consolidate and communicate priorities into short and long term plans.
16. Assist in the maintenance of budget records for the department; coordinate the development of short and long term technology related equipment replacement plans.
17. Manage and coordinate the development of technical RFP's for various hardware and software acquisitions; serve as technical resource in procurement process.
18. Coordinate training for new application functionality, technology and services; develop IT staff development training plans as necessary; hire and evaluate staff in coordination with the Director; develop IT staff development training plans as necessary
19. Manage IT Assets - hardware, software, and related physical assets - throughout the asset lifecycle; Manage the record keeping of hardware and software agreements, maintenance and repair contracts, develop reports as needed.
20. In the Director's absence, serve as Acting Director as assigned, providing responsible management of the Information Technology Services department staff and functions.
21. Supervise assigned managers and areas of specific technical and development areas; hire and evaluate staff in coordination with the Director.
22. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Analytical methods.
- Budgeting principles.
- Contract/Agreement principles.
- Computers and applicable software applications.
- Customer service principles.
- Management and supervisory principles.
- Project management principles and practices.
- Technological based system integration 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.
Demonstrated exceptional customer-focus and service orientation.
Develop and monitor budgets.
Develop, recommend, implement, and monitor policies, procedures, and work flow.
Diagnose and resolve complex technology issues.
Excellent leadership skills, the ability to work collaboratively within a team, and ability to inspire team members; Demonstrated capacity to foster trust and develop the talents and expertise of staff so that they can assume expanded responsibilities.
Experience in strategic planning, project planning, budgeting and management, and process transformation.
Maintain confidentiality.
Manage projects.
Mediate conflict.
Monitor legal and regulatory changes.
Prepare a variety of reports related to organizational activities.
Prepare and/or review reports.
Prepare reports.
Provide customer service.
Research, analyze, and apply relevant information to the development of information technology processes and programs.
Strong interpersonal skills and the ability to work effectively and collegially with faculty, administrators, students, and colleagues is required.
Strong management skills with direct experience managing a diverse group of technology support staff.
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. Seven to ten years work experience in technical organizational leadership/management. Experience working in Higher Education and within a multi-campus environment, preferred.

WORKING CONDITIONSPhysical 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.