

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Manager, Campus PC Services

**Unit:** Management

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**Job Code:** C3409  
**Original Date:** 03/2023  
**Last Revision:** 07/2023  
**Staff Type:** Classified  
**FLSA status:** Exempt  
**Salary Range:** 4

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### **DEFINITION**

Under the general direction of the Assistant Director of Information Technology or assigned manager, the Manager, Campus PC Services manages, supervises, and administers daily operations for technology support services for multiplatform end-user computing platforms. Key administrative duties include leading the planning, analysis, design, modification, testing, implementation, and operation of end user and instructional computing technology applications, hardware, and systems to ensure effective, efficient, and equitable system performance and services for the District's diverse communities

### **EXAMPLES OF DUTIES**

1. Lead the administration, organization, and operation of the District's campus PC services department to ensure effective, efficient, and equitable IT support for campus academic and end-user computing technologies through multiple modalities within a broad framework of policies, procedures, laws, regulations, strategic objectives, and the District's mission.
2. Develop, recommend, and administer policies, procedures, and processes to implement effective support of microcomputers, general technology, security, and customer support for the District's diverse stakeholder communities.
3. Perform first and second-level support for district infrastructure and enterprise applications and coordinate with District ITS groups for third-level support delivery.
4. Schedule and ensure the maintenance and support of multiplatform desktop and mobile computers, printers, tablets, software, instructional servers, and equipment to maintain proper operation for diverse stakeholder communities.
5. Develop, implement, and maintain systems to track requests, incidents, issue resolution, and trends; analyze data; and apply information to maintain and improve operational effectiveness, efficiency, and equity.
6. Collaborate in the development of standards and procedures for technology purchases and the utilization of outside vendors; provide technical expertise in the purchase of enterprise-wide technology solutions.
7. Serve as project manager in the planning, design, implementation, and management of desktop and mobile hardware and software deployment, including prioritizing and scheduling work, documenting and communicating progress, and coordinating with diverse user groups.
8. Coordinate activities between campus/District sites and the IT Services Department to prioritize work appropriately, meet established timeframes, maintain budget integrity, and deliver equitable services to diverse stakeholder communities.
9. Collaborate on districtwide strategic and tactical planning to coordinate the delivery of products and services, evaluate technology options, establish standards, and make appropriate recommendations for purchase and implementation.
10. Recommend, implement, and maintain standards to track assets, manage and coordinate inventory, and coordinate with vendor companies and other colleges and universities to provide system access and exchange.

11. Participate in the development and administration of department budgets, implement and allocate resources equitably following budget approval procedures, and approve expenditures.
12. Plan, organize, direct, supervise and lead daily operations for web and data operations, including assigning job duties and work schedules, providing timely feedback on performance, conducting performance evaluations, assessing training and professional development needs for assigned staff and providing training opportunities, participate in hiring and onboarding new staff, and participate in corrective and disciplinary processes with assigned staff.
13. Participate proactively in assigned committees and special projects; cooperate, coordinate, and collaborate with stakeholders as appropriate to advance telecommunication strategic objectives and effective operations.
14. Utilize technology resources effectively to automate routine processes and procedures, improve efficiency of operations, and maintain currency with telecommunication operational standards; evaluate and recommend changes in technology resources to improve operations; collaborate proactively with technology services staff to make programming changes necessary to meet operational requirements; and ensure use of technology resources results in equitable services and outcomes for diverse communities.
15. Work collaboratively and professionally with faculty, staff, and other stakeholders from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.
16. Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.
17. Contribute positively to a culture of diversity, equity, and inclusion; take action to promote staff diversity; and create an inclusive environment in the IT Services department.
18. Perform related duties as assigned.

### **DESIRABLE QUALIFICATIONS**

#### Knowledge:

- Applicable federal and state laws, regulations, and programs.
- Applicable IT systems within assigned areas of responsibility.
- Budgeting principles and financial support management.
- District organization, operations, mission, strategic objectives, policies, procedures, and rules.
- Effective communication methods, techniques, and modes with diverse stakeholders.
- Effective, efficient, and equitable professional and service-oriented office operations, procedures, and practices.
- Effective End-Point Management (Microsoft and Apple).
- Effective project management principles and practices.

#### Skills and Abilities:

- Communicate effectively with diverse stakeholders, orally and in writing.
- Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations in accordance with applicable laws, regulations, policies, procedures, and rules.
- Develop and implement effective technology deployment plans and manage implementation.
- Establish and maintain effective working and professional relationships with individuals from diverse communities.
- Hire, onboard, train, evaluate, supervise, develop, and discipline assigned staff.
- Learn from errors, determine appropriate corrective action, and prevent repeat occurrences.
- Maintain accurate records and produce detailed, thorough, and accurate statistical analyses and reports.
- Maintain appropriate professionalism in stressful situations.
- Provide training, professional development, and professional growth to assigned staff.

Operate and effectively use office technologies and software applications, including general business platforms and technologies specific to telecommunication and telephone services.  
Organize, assign, prioritize, and guide work activities of assigned staff and provide timely, effective feedback.

Training and Experience:

Any combination of training and experience equivalent to: a bachelor's degree from an accredited college or university in computer science or a related field; five years of relevant business experience; and three years of progressive leadership or supervisory experience.

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, gender, and ethnic backgrounds of community college students and staff.

Certification:

One or more of the following certifications or an equivalent must be obtained within first six months of employment: Project Management Certification (PMP) Certified Information Systems Security Professional (CISSP) CompTIA A+ Systems Security Certification Professional (SCCP)

License:

Valid California driver's license.

## **WORKING CONDITIONS**

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office. Normal, flexible work hours with some extended hours and weekends. Exposure to video display terminals and computer related noise levels.