

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Director, Information Technology

Unit: Management

Page: 1 of 5
Job Code: C3202
Original Date: 01/2005
Last Revision: 12/2020
Staff Type: Classified
FLSA status: Exempt
Salary Range: 21

DEFINITION

Under the direction of the Executive Vice Chancellor or other assigned administrator, the Director is responsible for all Information Technology Services operations to ensure the technical and operational aspects of successful development, coordination and delivery of enterprise applications, infrastructure, academic and administrative technology, and customer service delivery for the District community. Manage, support and maintain existing applications and their associated integrations, solution delivery, project-related technical third party vendors, internal technical project resources, and deliverables. This includes providing leadership and direction to the Assistant Director(s) for IT operations and infrastructure. The Director is responsible for aligning information technology related support functions with the needs of the District, colleges, and administrative departments to provide effective technology support for end users. The Director must effectively communicate and collaborate with District and campus leadership to foster strong partnerships with the District community, and ensure that the District Information Technology Services department is positioned to meet the current and future needs of the District. The Director is also responsible for information technology functional management including procedural analysis, coordination of activities, personnel supervision, budget and procurement, staff training, and long-range planning. The Director researches new and innovative technologies, assesses and updates the direction of the technology for the District.

EXAMPLES OF DUTIES

1. Direct, administer and supervise the planning, organization and coordination of information systems and technologies to support instructional, student services, and administrative programs. Develop and encourage the adherence to information technology standards. Promote and encourage the development of innovative technology and define and communicate Information Technology Services' vision and strategy for the District.
2. Manage the design and maintenance of major district-wide databases, information and decision support systems. Direct studies of technological advancements in information technology; evaluate the applicability of new approaches to information systems for the District, and initiation of changes in system design, hardware capacity of configuration and resource allocation.
3. Direct and oversee all activities related to the ERP system and web services development and maintenance.
4. Provide resource management to major initiatives by forecasting and prioritizing resource demands with functional areas.
5. Oversee the design and implementation of enterprise wide application development standards and effectively manage adoption across the organization.
6. Evaluate, update and develop District-wide policies, standards, practices, and implement security measures to assure the integrity and reliability of computerized information, communications, and systems. Lead the development and maintenance of an information technology policy framework and a holistic set of policies for the District.
7. Consult as appropriate or direct the negotiation for the acquisition, lease, modification, installation, and maintenance of computer software, hardware, and related products. Manage and coordinate the implementation and maintenance of District computer services; assure that computer hardware and software

- is selected, purchased, installed, utilized and maintained in a timely, cost-effective, and efficient manner according to District needs.
8. Conduct, coordinate, and oversee project planning, development, implementation, and completion. Provide presentations as appropriate. Produce project documents and materials as necessary. Establish, monitor, analyze, and modify objectives, tasks, delegations, responsibilities, deliverables, resources, conditions, and priorities as necessary.
 9. Manage the District contact with, and coordinate activities and services with the computing staff and vendors, and other contractual partners with valid deliverable dates in accordance with internal project plan timelines and tasks.
 10. Oversee the planning and management of activities and projects that support SDCCD web services including planning, developing, and maintaining the SDCCD web environment.
 11. Facilitate effective communications and knowledge sharing between department managers by facilitating regular leadership team meetings.
 12. Direct, supervise, and coordinate the technology training for the faculty and staff. Research and recommend the latest technologically advanced equipment and media for training purposes in the Educational Technology Training centers.
 13. Supervise, review and evaluate assigned personnel, programs, and services. Provide leadership, which encourages staff development in the formulation of job objectives to achieve the goals and objectives for assigned services.
 14. Assure the timely preparation, maintenance and distribution of reports and records as required by federal, State, local, and District regulations; inform the Chancellor and other District staff of the status of assigned functions, programs and services. Oversee key performance indicators and Service Level Agreement (SLA) metrics to meet management targets and report performance to senior/executive leadership on a frequent basis.
 15. Advise leadership on management and administrative issues involving the information capabilities of the District. Provide comprehensive and coordinated leadership for ongoing and innovative District development of information technologies.
 16. Attend and chair District-wide councils, committees, task forces and meetings, as required; represent the District at local, state or national meetings and serve as District representative on related committees and commissions as appropriate. Partner with the District stakeholders and other domains in prioritizing business-specific demand as part of portfolio planning for projects.
 17. Assure the development and supervise the management of the annual department budget; monitor and control expenditures of funds. Participate in and encourage grant writing and/or partnerships that provide support funding of Information Technology advances and the development of new technology or innovative technology.
 18. Identify opportunities to make the organization more agile, efficient, and flexible, while driving end-to-end operational excellence across the organization.
 19. Review and recommend legislation which could benefit the District and its population/clientele; maintain liaison with appropriate government agencies and national organizations.
 20. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge:**

Analytic methods.
Budget development and management and control including grant writing.
Contract/Agreement principles.
Computers and applicable software applications.
Diagnose and resolve complex technology issues.
Excellent leadership skills, the ability to work collaboratively within a team, and ability to inspire team members.
Knowledge of Higher-Ed instructional programs and goals and student services requirements related to information technology.
Proven track record of managing information technology and business related relationships and interacting with senior and executive leadership.
Interpersonal skills including tact, patience, and courtesy.
Interrelated roles of administrative, instruction, and student services.
Local, State, and federal laws and regulations governing programs and services related to information technology.
Major systems implementation and development including online, state-of-the-art personal, mini, and mainframe computer, database management, and telecommunication systems.
Management, supervision, and public administration principles.
Modern office practices, procedures and equipment.
Oral and written communication skills.
Program management and team leadership.
Principles and techniques used in the analysis and evaluation of services and programs.
Public sector funding opportunities related to information technology opportunities and programs.
Related innovations, issues, and trends affecting administrative and education operations and programs.
Research, analyze, and apply relevant information to the development of information technology processes and programs.
Technical aspects of telecommunications, teleconferencing, local and wide area networks, voice, data, video communications, satellite, digital microwave, fiber optics and cabling systems.
Trends within information technology.
Use of technology as an instructional tool and managing information.
Workforce training and development.

Skills and Abilities:

Assure compliance with state and federal requirements, codes and laws related to instructional services.
Assure conformance of community college operations to applicable federal, state, county, and local laws and regulations.
Communicate effectively both orally and in writing.
Communicate effectively with diverse constituencies, within and District.
Coordinate assigned District wide functions.
Coordinate and provide leadership to evaluating, monitoring and maintaining information technology services.
Demonstrate analytical and assessment abilities.
Demonstrated ability to communicate with diverse constituencies within and outside the District.
Demonstrated ability to work with Management Information Systems Technology.
Demonstrated communication and interpersonal skills necessary for participatory governance and management.

- Demonstrated capacity to foster trust and develop the talents and expertise of staff so that they can assume expanded responsibilities.
- Develop and manage a budget, and offer clear fiscal leadership.
- Develop efficient network of media communications within the District, the community, and related business environments, to enhance and improve the institution's information technology services and programs.
- Effectively formulate priorities, develop and evaluate programs responsive to the constantly changing needs.
- Establish and maintain effective and cooperative working relationships with others.
- Establish project objectives, deliverables and conditions of satisfaction.
- Formulate program policy to implement the District's mission, goals and objectives in accordance with local, State and federal laws.
- Influence and persuade people to follow a prescribed course of action.
- Integrate major management information system capabilities with user requirements.
- Implement, evaluate and strengthen instructional services and programs.
- Leadership in directing technical and cost-effective information systems solutions for a large and complex environment with various constituencies and competing agendas.
- Long-range and strategic planning in community colleges.
- Maintain records and prepare reports.
- Meet schedules and time lines.
- Plan, organize, and coordinate personnel and financial resources.
- Plan, organize, direct, administer, review, and evaluate assigned programs and services
- Produce procedures and documentation.
- Provide consistent efficient leadership and motivate others to work constructively.
- Research, analyze, develop and interpret policies and procedures impacting assigned areas of responsibility.
- Train, supervise and evaluate personnel.
- Work independently with little direction.
- Work with diverse academic, cultural, and ethnic backgrounds of community college students and staff.

Training and Experience:

Any combination of education, training and proven experience equivalent to: a Master's degree from an accredited institution in Computer Science, Business or other field related to area of assignment with 5-10 years of experience in a similar environment and 3 years of progressive senior management experience in information technology systems.

Experience working in Higher Education and within a multi-campus environment preferred to include operations, organization, policies, procedures and objectives, is preferred.

Experience with full lifecycle implementation of PeopleSoft's HCM, Finance, and Campus Solutions, is strongly preferred.

License:

Valid California driver's license.

WORKING CONDITIONS

Physical Requirements:
Category III

Environment:
Favorable, usually involves an office.