



Position: Director of Information and Technology Resources	Position Number:
Department/Site: Information and Technology Resources	FLSA: Exempt - Administrative (Classified Administrator)
Reports to: Vice President of Information and Technology Resources or assigned administrator	Salary Range: IV

DEFINITION

Under general direction, plans, organizes, manages, and oversees the functions and activities of the enterprise resource planning system unit, including applications development and support, database administration, systems administration, and data center operations and production scheduling; manages planning, implementation, and programming of application systems, including overall design, development, integration, implementation, testing, and maintenance; manages the effective use of District and department resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Vice President of Information and Technology Resources in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Vice President of Information and Technology Resources. Exercises direct and general supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that plans, oversees, and participates in all activities of designated information technology operations and activities, including programming, development, design, operation, analysis, maintenance, and modification of enterprise resource planning system applications. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Vice President of Information and Technology Resources in a variety of areas. Successful performance of the work requires an extensive professional background, as well as skill in coordinating departmental work with that of other departments. This class is distinguished from the Vice President of Information and Technology Resources in that the latter has overall responsibility for all functions of the Information Technology Division.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.

- Assumes management responsibility for the daily functions, operations, and activities of the enterprise resource planning system unit and web services, including applications development and support, database administration, systems administration, and data center operations and production scheduling.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the assigned function; recommends within departmental policy, appropriate service levels and resources; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of the Technology Master Plan and assigned budget; controls and authorizes expenditures in accordance with established limitations.
- Determines and recommends equipment, materials, and staffing needs for assigned operations and projects; prepares detailed cost estimates with appropriate justifications; coordinates purchases and monitors and ensures adequate inventory levels of required supplies and equipment.

- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Vice President of Information and Technology Resources.
- Selects, trains, motivates, and directs program personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
- Plans, organizes, controls, and directs system, database, and application development, design, and modification to meet District needs, resolve data problems, and provide for system enhancements; directs the review, analysis, and modification of existing systems and applications; coordinates the design, development, upgrading, implementation, and testing of new systems and applications.
- Coordinates and directs District-wide technology functions to facilitate and enhance the collection, management, manipulation, reporting, and distribution of computerized data used for analysis; monitors, analyzes, and develops database systems to meet District needs; ensures smooth functioning of database systems and proper control of computerized data.
- Directs the writing, programming, coding, and testing of new and modified software and applications; prepares and develops project specifications and log designs; evaluates third party software applications; ensures new and revised software applications are compatible with existing computer systems; develops system testing schedules, analyzes system performance, and ensures proper functioning of software and applications.
- Coordinates, directs, and participates in the installation, configuration, maintenance, and updating of database operating and management systems; ensures proper confidentiality, security, and integrity of data and information.
- Monitors and evaluates computer systems, databases, and applications for operational efficiency; responds to staff input concerning technological needs; develops, writes, and maintains complex and highly technical programs for administrative applications; participates in the development and implementation of programs, standards, policies, and procedures to enhance financial effectiveness and operational efficiency.
- Directs and participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to assigned information technology operations, services, projects, personnel, financial activities, and assigned duties; creates queries, extracts and manipulates data, and generates reports used in college planning, decision-making, and governmental compliance functions as needed.
- Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in information technology and enterprise resource planning system application programs.
- Advises, provides guidance, and prepares and delivers presentations on issues pertaining to the enterprise resource planning system application programs and services.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President of Information and Technology Resources.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Theories, principles, and practices associated with higher education curricula and instruction, student support services, student learning, and student success.
- Principles and practices of enrollment management.
- Principles and practices of fiscal management, strategic and facilities planning.
- Pertinent federal and state laws and regulatory provisions.
- College accreditation procedures, practices, and standards.
- The development, implementation, and assessment of student learning and/or service area outcomes.
- Principles and practices of technology and software use for databases, accounting, spreadsheets, and other business processes.
- Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Information technology systems, including audio visual equipment, applications development and support, database administration, systems administration, and data center operations, and production scheduling.
- Software development lifecycle, including requirements analysis, feasibility studies, software/system design, programming, testing, installation, evaluation, and operational management.
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
- Modern office practices, methods, and computer equipment and applications.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff.

Ability to:

- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Effectively lead employees and teams with a collaborative style in a collegial and participatory governance environment.
- Deliver formal and influential presentations.
- Be a fair-minded, ethical, and honest leader with excellent interpersonal and communication skills, both oral and written.
- Develop, implement, and evaluate programs and services.
- Utilize data and assessment outcomes to make improvements for programs and services.
- Inspire and motivate others toward goal achievement.
- Counsel, direct, and facilitate professional development of employees.
- Develop and monitor budgets and effectively utilize resources.
- Effectively manage priorities in large, complex, and diverse operational units.
- Use independent judgment in the interpretation and application of rules, regulations, policies, and procedures.
- Provide leadership and work collaboratively and productively with all stakeholders, including faculty, students, administrators, support staff, unions, and the community.
- Recruit, select, supervise, and evaluate employees.

- Organize, manage, implement, and maintain efficient and effective enterprise application systems to ensure the reliability and integrity of information technology infrastructure.
- Effectively adapt technology and software applications to a higher education environment.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Understand scope of authority in making independent decisions.

Education and Experience:

- A bachelor's degree in computer engineering, computer science, management information systems, or a related field from a college or university accredited by a regional accrediting agency recognized by the United States Department of Education, and
- Two (2) years of management and/or administrative experience in the programming, development, design, operation, analysis, administration, maintenance, and modification of computer systems, databases, and applications.
- Master's degree is highly desirable.

Licenses and Certifications:

- Possession of one or more certifications in any of the following or similar areas: business analysis, process improvement, IT governance, Information Technology Infrastructure Library (ITIL) is desirable
- Possession of Project Management Professional (PMP) certification from the Project Management Institute (PMI) is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.