

**DIRECTOR OF OPERATION
INFORMATION AND TECHNOLOGY SERVICES**

DEFINITION

Supervises, coordinates, and organizes the work of Information and Technology Services (ITS) operations. Ensures consistent and efficient service to college personnel, students, and the community.

SUPERVISION

Moderates supervision is provided by the Dean of ITS.

EXAMPLES OF DUTIES

Identifies, evaluates, procures, and administers emerging instructional technologies that support the college mission.

Implements college-wide Information Technology (IT) purchasing standards. Evaluates and authorizes IT purchase requisitions for all departments and divisions.

Ensures quality and cost effectiveness of instructional technologies.

Provides instruction and guidance to faculty in the design, development, and implementation of IT.

Administers IT operations and negotiates service-level agreements to maintain service-level objectives and customer satisfaction.

Provides support services for existing and new programs that target the needs of alternative learners, employing Distance Technology where appropriate.

Hires, trains, supervises, and evaluates the performance of ITS operations staff and student assistants.

Administers ITS HelpDesk operations and field technical staff in matters relating to the installation, maintenance, and repair of desktop computers, instructional support equipment, and relevant software.

Oversees the management and administration of out-sourced services.

Coordinates the electronic link with the local cable company for the campus and community-wide dissemination of telecourses and other video programming.

Acts as technical liaison for the college to coordinate with state and local governments, police and fire services, local franchise cable operations, community-wide service organizations, nearby college districts, and other entities as required.

Serves on various committees and task forces related to Information and Technology Services.

Participates on the ITS management team.

Assists the Dean of ITS in determining the primary mission and achieving the goals for ITS.

Performs related duties as assigned.

QUALIFICATIONS

Leadership and advocacy, with professional competence and motivation, for Technology

Mediated Instruction and support thereof.

Shifting paradigms of technology as applied to daily ITS operations and the teacher- student interface.

Customer support from a management level.

Management skills with policy and budget formation including preparation and administration of the annual budget.

Administration of IT capital outlay accounts, often in excess of \$1,00,000 or current board-approved limit, for top-level administrators in various departments outside ITS.

Management of contracts for desktop environments and related computer needs.

Desktop software standards, upgrade procedures, and maintenance activities to achieve the highest possible reliability and accessibility of computer systems.

Customer service protocol with a customer-service oriented priority.

Providing input on the creation and/or modification of Administrative Regulations and Board Policy.

Long-range planning and the technical mediation of new building construction.

Innovative vision.

Ability to provide clear and concise communication, both orally and in writing.

Ability to establish and maintain cooperative and effective relationships with members of the college community and outside contacts.

Ability to lead teams successfully through a process or project and attain group consensus.

Effective communication with faculty, staff, and students in a multi-cultural environment.

Providing leadership for and managing technical and administrative staff.

EMPLOYMENT STANDARDS

Minimum Requirements:

Bachelor's degree in Computer Science or Information Systems or a related field from an accredited college or university with five years of experience or equivalent. Master's degree from an accredited college or university is desired.

Special Requirements:

Stay current in changing technology by reading professional periodicals, related texts, and by attending seminars and classes.