Job Title:	District Manager, IT Technical Support	Range: 25 (CL)	Management Schedule
Date Revised:	June 11, 2015	Date Approved:	September 1986

THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD

PRIMARY PURPOSE

Under the direction of the District Director, Information Services, this position is responsible for a variety of administrative and supervisory duties related to the planning, organization, and management of District computer and network operations and related technical support activities.

ESSENTIAL FUNCTIONS
Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Plans, organizes and manages the day-to-day operations in the computer and network operations center and other related activities such as system software analysis and equipment maintenance.
2.	Plans and coordinates a variety of assigned departmental functions and activities to assure efficient and effective operations.
3.	Provides technical expertise and information to a variety of District and campus personnel concerning user requirements, system capabilities and compatibility.
4.	Compiles, reviews, and analyzes information related to computer operations; prepares reports as required concerning departmental activities.
5.	Analyzes and reviews computer hardware and software needs; provides recommendations and assists in determining appropriate utilization and acquisition of computer equipment and associated software licensing.
6.	Coordinates communication with Information Systems personnel; provides technical assistance and guidance.
7.	Maintains current knowledge of technological advances in computer and network technology hardware, software, peripherals and related equipment.
8.	Schedules and assures the maintenance of desktop computers, software and network equipment to maintain proper and efficient functioning.
9.	Trains, supervises, evaluates and directs the work of personnel as assigned; participates in selection and hiring processes.
10.	Plans, organizes and arranges appropriate training and staff development activities; provides orientation for new employees.
11.	Organizes, attends or chairs a variety of administrative and staff meetings as required; serves on committees and special projects as assigned; coordinates programs and services as appropriate with other District and college personnel; communicates with campus and District personnel as needed to exchange information, provide technical expertise and resolve issues.
12.	Learns and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized, and timely manner.
13.	Provide leadership in District/College efforts to increase the diversity of faculty and staff, to address student achievement gaps, and in the creation of a welcoming and inclusive work and educational environment.
14.	Assist and promote the growth and success of a diverse population of students and employees through the development of interculturally competent and equity minded management and leadership abilities. The ideal candidate should have experience in this area with African Americans, Latinx, Native Americans, Pacific Islanders and other disproportionately impacted students and employees.
15.	Performs related duties as assigned.

OTHER FUNCTIONS

WORKING RELATIONSHIPS

The District Manager, IT Technical Support maintains frequent contact with college and District administrators, instructional services personnel, District technical personnel, vendors, consultants and contractors.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Bachelor's degree, preferably in information/computer systems or related field from a regionally accredited institution.

Three (3) years of increasingly responsible experience in computer operations and technical support, including one year in a supervisory capacity.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Possession of an advanced degree in information/computer systems, business, management or related field from a regionally accredited institution.

Project management experiences.

Experiences with systems and/or network administration.

Experience with Enterprise Resource Planning Systems.

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of District organization, operations, policies and objectives.
Knowledge of good leadership and problem solving skills.
Knowledge of performance measurements and process improvement methodologies.
Knowledge of modern development environments (UML, Design Patterns, SQL, Java, Cold Fusion, etc.).
Knowledge of Enterprise Resource Planning Systems.
Knowledge of web page design and e-commerce technologies.
Knowledge of software Lifecycle and related activities.
Knowledge of systems and software development processes.
Knowledge of server and network management technologies.
Knowledge of computer hardware, software, networks, and applications.
Knowledge of correct English usage, grammar, spelling, punctuation and vocabulary.
Ability to manage, coordinate, analyze, specify, design and develop complex technical solutions involving PCs, networks, servers, and related data and computing services.
Ability to lead projects to research, install, test and maintain vendor and staff developed tools/systems.

Ability to manage systems and personnel to provide production quality technical services and support.
Ability to exhibit a customer service attitude.
Ability to analyze customer requirements and propose effective and efficient technical solutions.
Ability to keep abreast of technological changes associated with supported environments.
Ability to research and propose cost effective solutions to complex problems.
Ability to analyze situations accurately and adopt an effective course of action.
Ability to plan, organize and prioritize work.
Ability to meet schedules and time lines.
Ability to work independently with little direction.
Ability to understand and follow oral and written directions.
Ability to communicate effectively, particularly with respect to technical issues, both orally and in writing.
Ability to supervise, train and provide work direction to others.
Ability to establish and maintain effective working relationships with others.
Ability to make sound and reasonable decisions in accordance with laws, regulations and established procedures.

SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

Office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods of time (up to 2-3 hours); dexterity of hands and fingers to operate a computer keyboard; hearing and speaking to exchange information in person one-on-one, in a group setting or on the telephone; may require off-site duties and activities; seeing to read a variety of printed materials and information on a computer screen for extended periods of time; subject to occasional lifting; exposure to electrical hazards.