<table>
<tr><td colspan="3" align="center">NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION</td></tr>
</table>

Job Title:	District Director, Information Technology Infrastructure and Operations	Range: 31 (CL)	Management Schedule
Date Revised:		Date Approved:	January 22, 2019

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

PRIMARY PURPOSE

Under the direction of Vice Chancellor, Educational Services and Technology, the District Director of Information Technology Infrastructure and Operations, is responsible for management of the IT infrastructure services and all related technologies, District-wide, managing and developing four key areas: Enterprise Network, Enterprise Servers and Storage, Enterprise Network Operations Center and Data Center, and Information Security. This position will manage and coordinate these groups to create a high performing infrastructure service.

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

1.	Plan, organize, and direct the operations and activities for District infrastructure and technology, including equipment procurement and maintenance, project management, supervision of personnel, budget preparation and control, business analysis, vendor contact, and contracts for services; recommend purchase of systems or in-house development of new services.
2.	Ensure all support contracts, service level agreements, and vendor contracts are properly negotiated, budgeted, executed, and managed.
3.	Maintain and develop all infrastructure technology hardware and software standards.
4.	Direct, plan, develop, and implement multi-year technology roadmaps, and maintain knowledge of innovative information technology concepts and ideas.
5.	Collaborate with administrators, faculty, and staff in setting priorities for the deployment of information technology to carry out instructional and administrative goals that complement the District's strategic directions and educational and facilities master plan.
6.	Develop and maintain technical documentation for the enterprise infrastructure.
7.	Gather and implement new customer requirements in a manner that allows for growth and scale.
8.	Create, maintain, and evaluate processes to monitor current systems to deliver exceptional support District-wide.
9.	Ensure all infrastructure equipment is maintained effectively with applicable software version and patch levels.
10.	Envision and implement new systems and solutions for existing District hardware and software, driving efficiencies. Recommend changes to existing processes & procedures when appropriate. Develop training programs to deliver District-wide to support continuous improvement efforts.
11.	Analyze and assess external and internal technology capabilities with a focus on suitability for integration with the existing IT operations environment.

12.	Collaborate on all change management/deployment activities with the information technology management, administrators, faculty, and staff.
13.	Direct the operation of the District-wide help desk system used to record and assign service calls; provide direction to information technology staff on prioritizing work requests.
14.	Effectively budget and manage Information Services Infrastructure group projects.
15.	Train, guide, motivate, direct, supervise, and evaluate the activities/services/performance of assigned staff in providing services to faculty, staff and administrators. May recommend hire, transfer, reassignment, reprimand, disciplinary action, and termination of staff.
16.	Sensitivity to and understanding of the disabilities and diverse academic, socioeconomic, cultural, and ethnic backgrounds of students.
17.	Understand universal design principles and guidelines, and relevant policies and laws related to accessibility standards.
18.	Organize, attend, or chair a variety of meetings as required; serve on committees and special projects as assigned; coordinate programs and services as appropriate with other District and/or site personnel.
19.	Learn and apply emerging technologies and advances (e.g., computer software applications); participate in developing, selecting, and upgrading computer systems as necessary to perform duties in an efficient, organized, and timely manner.
20.	Develop, maintain and control the departmental budget.
21.	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.
22.	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.
23.	Perform related duties and responsibilities as assigned.

OTHER FUNCTIONS

WORKING RELATIONSHIPS

The District Director of IT Infrastructure and Operations maintains frequent contact with colleges and NOCE, District administrators, faculty and staff.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Bachelor's degree from a regionally accredited institution with an emphasis in information technology or related field.

Minimum of four (4) years of professional experience involving enterprise-wide strategic technology planning and infrastructure management.

One year of experience supervising staff.

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

Additional three (3) years of experience supervising staff.

Additional 2 years of professional experience involving enterprise-wide strategic technology planning and infrastructure management.

Experience with Enterprise Resource Planning Systems.

Demonstrated proficiency in utilizing computer applications and a variety of specialized software, including spreadsheet, word processing, and database software.

Experience in shared governance in an educational setting.

High level of critical thinking, problem solving and analytical skills.

High professional standards and strong interpersonal skills.

Effective oral and written communication skills.

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 state education code and requirements, including Title 5
Knowledge of applicable federal and state laws, codes, and regulations
Knowledge of emerging IT technologies and the possible impact to existing information systems, instructional processes and business operations
Knowledge of principles and practices of administration, supervision, and performance evaluation
Knowledge of enterprise resource planning systems and software applications
Knowledge of general research techniques and data driven analytics
Knowledge of correct English usage, grammar, spelling, punctuation, and vocabulary
Knowledge of record keeping procedures
Knowledge of budget development and maintenance
Knowledge of appropriate software and databases
Knowledge of a shared governance model in an educational setting
Knowledge of methods and techniques of conflict resolution and negotiation
Knowledge of principles of agile project management, planning and program review
Ability to collaborate with others in determining educational and financial effectiveness, and operational efficiency of various departments, programs and services
Ability to manage, develop and maintain reporting systems and procedures
Ability to coordinate, develop, implement and manage projects
Ability to direct the maintenance of a variety of reports, records and files related to assigned activities
Ability to encourage professional excellence among the staff and promote an organizational culture of customer service, innovation, and quality services
Ability to lead, motivate, train, supervise, evaluate personnel and provide work direction

Ability to interpret, apply and explain rules, regulations, policies and procedures
Ability to assess, analyze, implement and evaluate complex project activities
Ability to analyze situations accurately and adopt effective courses of action
Ability to clearly organize and present information
Ability to implement and facilitate organizational change
Ability to maintain current knowledge of technological trends and advances in the field to provide direction for future systems and applications
Ability to plan and organize work to meet changing priorities and deadlines
Ability to analyze fiscal information to develop and maintain budgets and reports
Ability to understand and follow oral and written directions
Ability to collaborate with others to effectively carry out work
Ability to exercise initiative and independence of judgment and action
Ability to communicate efficiently orally and in writing, with internal and external diverse constituencies
Ability to establish and maintain effective working relationships with others

SPECIAL REQUIREMENTS
A valid California driver's license

WORKING CONDITIONS
Office environment; subject to constant interruptions and frequent interaction with others; sitting or standing for long periods at a time (up to 2-3 hours); may require off-site duties and activities.