

## NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	District Director, Information Technology Infrastructure and Operations	Range: 31 (CL)	Management Schedule
Date Revised:		Date Approved:	January 22, 2019
<b>THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A ONE-YEAR PROBATIONARY PERIOD</b>			

### 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.

<b>NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION</b>
---

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.	Perform related duties and responsibilities as assigned.

**OTHER FUNCTIONS**

None

**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**

**Required Qualifications**

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

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.

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

One year of experience supervising staff.

**Desirable Qualifications**

Additional three (3) years of experience supervising staff.

## **NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION**

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.

### **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

**NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT  
JOB DESCRIPTION**

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.

---

---