

**TITLE: Director, IT Support Services**

**CLASSIFICATION: Management Team – Classified Administrator**

**SALARY RANGE: 27**

**SCOPE OF POSITION:**

Under the direction of the Senior Director, Information Technology, organize and manage the day-to-day operations of instructional labs, programs and services; provide long-range planning and support for faculty and student access to instructional computing equipment and software required to achieve curriculum objectives, student success and the District mission; oversee Help Desk operations including hardware acquisition, inventory tracking and user support for faculty, staff and students; provide overall direction to support staff in setting and maintaining District service level standards and in the development of online resources including the support request Self Service Hub as well as training and technical support information on the IT website; train, supervise and evaluate the performance of assigned staff.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.*

1. Provide leadership and direction for technical support operations including the IT Help Desk and Instructional Computing. Work with IT managers and District representatives to set and evaluate service level standards and coordinate the resolution of any service delivery issues.
2. Organize and manage the day-to-day operations of the Instructional Technology Center in Doyle Library and Instructional Computing lab operations on the Petaluma campus, provide long-range planning and support for faculty, student and staff access to instructional computing equipment and software required to achieve curriculum objectives, student success and the District mission.
3. Manage and evaluate the District's computer equipment and software upgrading and replacement schedule and associated licensing requirements; research and recommend appropriate and cost-effective equipment and software solutions addressing instructional and technical support requirements in keeping with emerging technologies; oversee related purchase requisitions.
4. Serve as a member of various groups including the Institutional Technology Group (ITG), facilities planning, construction and implementation groups, and standing and ad hoc committees in matters related to district computing resources.
5. Train, supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.
6. Coordinate and participate in the acquisition, installation and on-going support of instructional technology systems including servers, desktop computers, mobile devices and related software.
7. Configure and support multi-campus pay for print system for student printing activities.
8. Provide technical expertise, information and assistance to the Senior Director regarding assigned functions; assist in the formulation and development of policies, procedures and programs.
9. Direct the preparation and maintenance of a variety of narrative and statistical reports and records related to personnel and assigned activities.
10. Communicate with other faculty, staff, students and external organizations to coordinate activities and programs, resolve issues, exchange information, and support the technology needs of the District.
11. Develop and prepare the budget for instructional computing operations; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations.
12. Attend and conduct a variety of meetings as assigned.
13. Maintain current knowledge of technological advances in the field.

**KNOWLEDGE OF:**

1. Management of instructional labs, programs and services.
2. Help Desk operations including request tracking, call reporting and end user support.
3. Computer technology including software/hardware and networking.
4. Technology purchasing policies and procedures.
5. Current and effective practices in areas related to instructional technology support.
6. Software licensing laws, regulations and procedures.
7. Budget preparation and control.
8. Oral and written communication skills.
9. Principles and practices of administration, supervision and training.
10. Applicable laws, codes, regulations, policies and procedures.
11. Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

1. Organize and direct the day-to-day operations of multi-curricular instructional labs, programs and services.
2. Train, supervise and evaluate the performance of assigned staff.
3. Coordinate the acquisition, installation and ongoing support of instructional technology systems.
4. Communicate effectively both orally and in writing.
5. Interpret, apply and explain rules, regulations, policies and procedures.
6. Establish and maintain cooperative and effective working relationships with others.
7. Operate a computer and assigned office equipment.
8. Analyze situations accurately and adopt an effective course of action.
9. Meet schedules and time lines.
10. Work independently with little direction.
11. Plan and organize work.
12. Prepare comprehensive narrative and statistical reports.
13. Direct the maintenance of a variety of reports, records and files related to assigned activities.
14. Demonstrate sensitivity to, and respect for, a diverse population.

**MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

*Education:*

Bachelor's degree in computer science, management Information systems or related field.

*Experience:*

4+ years experience providing technical support for information systems, including management experience.