SANTA ROSA JUNIOR COLLEGE

TITLE: Senior Director, Information Technology

CLASSIFICATION: Management Team – Classified Administrator

SALARY RANGE: 35

SCOPE OF POSITION:

Under the direction of the Vice President, Finance and Administrative Services, plan, organize, and direct the operations and management of Information Technology hardware and software infrastructure impacting the student, instructional and business functions of the District; develop and articulate a vision of technology uses and benefits for the District; supervise and evaluate the performance of assigned staff; develops technology security guidelines, best-practice procedures, and supporting documentation to ensure the safety of all District electronic assets.

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. Develop and articulate a vision of technology uses and benefits for the College; co-chair technology groups and serve as lead on updates to the District technology plan; participate in District strategic planning and bond planning and implementation; collaborate with staff and faculty in areas related to infrastructure-network, data security, storage, backup, disaster recovery, software development and new software implementation.

2. Ensure the delivery of quality technology and support through effective needs assessment and system design, selection and implementation processes; interact with internal and external customers to define needs, evaluate operations and implement improvements and enhancements.

3. Oversee the development, design, implementation and conversion to new applications, environments and software programs; oversee network, phone, security, business system and other technology upgrades.

4. Supervise and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; develop, monitor and evaluate staffing needs; provide training and educational opportunities for District staff to maintain and upgrade technical skills to optimize service to users.

5. Develop and prepare Information Technology budget; analyze and review budgetary and financial data; authorize expenditures in accordance with established limitations; participate in the development of grant proposals involving technology.

6. Provide technical expertise, information and assistance to the Vice President regarding assigned functions; assist in the formulation and development of policies, procedures and programs.

7. Plan, organize and implement long and short-term programs and activities designed to develop assigned programs and services; develop, maintain and evaluate policies, procedures, standards, capacity and infrastructure required to provide flexible and cost-effective information technology services that support quality instruction, efficient administrative processes and internal and community access.

8. Direct the preparation and maintenance of narrative and statistical reports and records related to staff and assigned activities; oversee and ensure mandated records and reports are prepared and submitted according to established procedures and time lines.

KEY DUTIES AND RESPONSIBILITIES – Continued

9. Communicate with faculty, staff, students and external organizations to coordinate activities and programs, resolve issues and exchange information.

10. Develop and maintain system recovery plan in the event of power failure, damage to systems or related issues; direct and facilitate resolution of system failures.

11. Apply the terms and provisions of collective bargaining agreements, State and Federal laws and District Board policies and administrative procedures in personnel matters.

12. Review and recommend contracts and services for information technology and related services and equipment; prepare recommendations and contracts and submit to administration for consideration.

13. Leads creation and management of District Information Security Policies including data security and backup and recovery plans; makes recommendations on training, policies, practices and software to improve security and operational efficiency at reasonable costs relative to the risks and staffing.

KNOWLEDGE OF:

1. Planning, organization and direction of Information Technology services.

2. Computer applications, operating systems, hardware, telecommunications mainframe, micro and complex LAN/WAN network infrastructure, systems management and relational database systems implementation and operation.

3. Systems design and development processes.

4. Audio-visual and web page development skills.

5. Technology and software applications applicable to higher education environments.

6. Strategies for developing, implementing and maintaining technology master plans.

7. Federal and State laws and regulatory provisions and requirements for hardware and software usability.

8. Research and reporting methods, techniques and procedures.

9. Budget preparation and control.

10. Oral and written communication skills.

11. Principles and practices of administration, supervision and training.

12. Applicable laws, codes, regulations, policies and procedures.

13. Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

1. Develop, implement and evaluate programs and services.

2. Utilize data and assessment outcomes to make improvements for programs and services.

3. Effectively train, supervise and evaluate the performance of assigned staff.

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.

ABILITY TO – Continued

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. Direct the maintenance of a variety of reports, records and files related to assigned activities.

13. 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.

Experience:
Significant and increasingly responsible experience working in the information technology field, including management experience.