

MARCH 2022
FLSA: EXEMPT
SALARY GRADE: U
CBA DESIGNATION: CLASSIFIED MANAGEMENT

RIVERSIDE COMMUNITY COLLEGE DISTRICT
MANAGER, INFORMATION TECHNOLOGY PROJECTS

BASIC FUNCTION: Under the direction of the Associate Vice Chancellor, Information Technology and Learning Services or appropriate administrator, manages the development and implementation of District-wide technology projects, including the entire project management life cycle; works closely with stakeholders to plan and execute projects, including assessing and reporting on project progress; and may oversee service operations.

SUPERVISORY RESPONSIBILITIES: Supervises, evaluates, and directs the activities of assigned staff.

REPRESENTATIVE DUTIES: The duties listed below are only intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Develops, organizes, plans, implements, and coordinates full-cycle and day-to-day information technology (IT) project management functions, activities, and services to ensure that goals and objectives are accomplished within prescribed time frame, quality, scope, and funding parameters.
2. Meets with management and other staff to plan program/project budgets and ensures accurate costing for project implementation and sustainment; monitors budget expenditures and makes recommendations for changes to staffing, budgets, timelines, and scope to best meet project outcomes based on constraints.
3. Implements project management methodologies and software tools to ensure assigned projects are completed on time and within budget; develops and refines project management processes for requesting parties in order to determine if existing technology solutions meet business needs with or without customization or new solutions are necessary.
4. Reviews project proposals or plans to determine time frame, funding limitations, interoperability, policy and legal compliance, project phase goals and timeline development, staffing requirements, and prioritizing the allocation of available resources to various project phases.
5. Coordinates and stages software, infrastructure, security, service operations, and integration projects; tracks project progress and assesses project trade-offs across scope, time, and resources to ensure timeliness and efficient implementation of deliverables, work packages and overall business solutions.
6. Creates and maintains complete and accurate program/project documents; develops and coordinates training, seminars, and workshops related to the assigned program or project; trains and leads staff assigned to program or project.
7. Identifies and recruits program participants and/or project stakeholders; leads and guides project team members and ensures effective and appropriate communication to project stakeholders.
8. Supervises and evaluates assigned staff; establishes goals and objectives for assigned areas of responsibility in concert with the strategic plan and program review.
9. Manages post implementation tasks including product upgrade cycles and enhancement requests; may supervise IT operations and Help Desk staff.
10. Maintains a friendly and supportive atmosphere for students, employees, and the public.
11. Performs other related duties, as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge Of:

1. Current and emerging theories, applications, techniques, and methods of IT management as well as educational information technology infrastructure and applications.
2. Strategic, operational, and tactical planning for IT infrastructure and systems.
3. Principles and techniques of budgeting, budget reporting, and financial management.
4. Principles of employee evaluation, staff development, employee relations; concepts of progressive discipline.
5. Principles of staff and end-user training and support services, including documentation, on-line, and classroom instruction.
6. Telecommunications equipment and protocols.
7. IT networking standards and best practices.
8. Information security best practices
9. Customer service standards, practices, techniques, and procedures
10. Principles of leadership, management, and supervision.
11. Oral and written communication skills, including public speaking and presentation.
12. State, federal, and international laws and regulations and District policies and procedures affecting information technology and systems.

Ability To:

1. Establish and maintain effective relationships with employees, students, and others.
2. Provide leadership and direction for the information technology services of the District, make decisions, and be held accountable for the results.
3. Analyze complex technical, instructional, and administrative information to identify relevant concerns and recognize alternatives and to formulate logical and objective conclusions.
4. Develop and recommend modifications to hardware/software, staffing, budget, program dimensions and boundaries.
5. Express difficult and complex concepts clearly and concisely, both orally and in writing.
6. Communicate networking procedures and requirements to users and project staff.
7. Analyze problems in computer operations and communications techniques.
8. Plan and organize work.

Education and Experience: a bachelor's degree from an accredited college or university in information technology, computer science, business or public administration, or a related field, and two (2) years of professional experience in project management or business analysis; or an equivalent combination of education, training, and/or experience.

A master's degree in education, engineering, or a project management-related field, and certifications in project management, such as PMP, PMI-Agile Certified Practitioner (ACP), or related certifications are desired.

Experience serving as a subject matter expert (SME) in business process design and development, or serving as a lead, resource, or SME on cross-functional and/or large-scale project implementations is highly desired.

LICENSES/CERTIFICATIONS REQUIRED: None.

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students (E.C. 87360a).

CONTACTS: Co-workers, other departmental employees, managers, project leads, and vendors/consultants.

PHYSICAL DEMANDS: Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 15 pounds. Will require travel.

The functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL ELEMENTS: Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodation for employees with disabilities. For more information, contact (951) 222-8039.

EXEMPT POSITION: This is an exempt position and is not subject to overtime.