

SEPTEMBER 2023
FLSA: EXEMPT
SALARY GRADE: X
CBA DESIGNATION: CLASSIFIED MANAGEMENT

RIVERSIDE COMMUNITY COLLEGE DISTRICT
DIRECTOR, DISTRICT TECHNOLOGY SUPPORT SERVICES

BASIC FUNCTION: Under the direction of the Associate Vice Chancellor of Information Technology & Learning Services, is responsible for planning, organizing, evaluating, and directing audio-visual and media services, information technology (IT), and technical and facilities support services for the District and other assigned service areas, in alignment and coordination with District IT & Learning Services.

PROVIDES WORK OR LEAD DIRECTION TO: Assigned District personnel.

REPRESENTATIVE DUTIES (Illustrative Only):

The duties listed below are intended only 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. Directs the day-to-day operations of staff to ensure reliable and efficient operation of assigned audio-visual and IT systems; provides project management and direction to internal staff, committees, and contracted services to ensure adherence to technical standards and District policies.
2. Maintains infrastructure documentation and inventory, according to District standards; develops detailed implementation plans for technology expansion and upgrade to support user requirements and ensure compliance with data network security protocols.
3. Administers and monitors assigned budget; develops metrics and presents data relative to the cost efficiency, effectiveness, and appropriateness of audio-visual and media services and information technology for the District; works with colleges to resolve technology needs by identifying, utilizing, and/or expanding on the use of existing tools and software.
4. Determines the need, type, and scope of training for effective use and operation of District and college technology systems and related technology support services.
5. Performs or directs the performance of comprehensive and complex technology analyses and provides recommendations as appropriate to ensure compliance with college and District goals and objectives.
6. Coordinates the development of specifications, bids, and quotations of services, as well as analysis in coordination with District and college personnel; works with subject matter experts in IT & Learning Services to determine and mitigate the impacts to users during technology upgrades and implementation.
7. Serves as a resource for technical support services across the District and collaborates with the District IT units for problem resolution or resource development.
8. Supervises and evaluates assigned staff; establishes goals and objectives for assigned area(s) in concert with the strategic plan and administrative program review.
9. 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. Principles of leadership, management, and supervision.
2. Effective communication skills, including public speaking and presentation.
3. State, federal, and other applicable laws and regulations, best practices in the administration of audiovisual and media, information technology, and technical support services.
4. Local and wide area network (LAN/WAN) connected infrastructures, including physical, virtual and cloud technologies.
5. Server and network data security, including schemes such as role or rule-based access control, logical and physical level security, endpoint protection, encryption, and regulatory compliances.
6. Equipment, utilities, and tools used to monitor computing resources.
7. Methods, materials, and equipment used in the installation, maintenance, and repair of audiovisual and media equipment and information technology systems.
8. Principles and techniques of system and network design and analysis.
9. Computer hardware systems, software applications and networking standards.
10. Customer service standards, practices, techniques, and procedures.

Ability To:

1. Manage technology support services for various college stakeholders;
2. Establish and maintain effective relationships and a supportive environment with staff and students.
3. Communicate effectively with internal and external District stake-holders.
4. Effectively plan, organize, and evaluate a complex and diverse technology infrastructure.
5. Identify trends and forecast technology needs for classroom and campus;
6. Select, train, supervise, evaluate, motivate, and lead staff members.
7. Assist with and provide leadership in handling sensitive situations.
8. Maintain an understanding of current ideas, trends, practices, laws, and regulations pertaining to the areas of responsibility for this position.

Education and Experience: A bachelor's degree from an accredited institution in computer information systems, computer science, or a related field, and four years of progressively responsible experience managing enterprise applications and technology infrastructure, including two years in a supervisory or management capacity, in the area of IT, management information systems (MIS), or a closely related field; or an equivalent combination of education, training, and experience.

Administrative or supervisory experience within a community college, university, or school district is preferred. A master's degree in a related field is also preferred.

LICENSES/CERTIFICATIONS: None

CONTACTS: Co-workers, Faculty, Staff (classified and management) and Students; District and college staff, other California Community College staff, trade associations and groups; vendors; Riverside County Office of Education, and State and Federal agencies.

PHYSICAL DEMANDS: Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Will require occasional travel.

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

OTHER: Must have evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff, and the community.

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

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