Position ....Director of Technology Operations and Support Services
Department/Site ....Technology and Computer Services
FLSA..................................Exempt
Evaluated by ....Chief Technology Officer
Salary Range…. ………….65

Summary

Under the general direction of the Chief Technology Officer, the Director of Technology Operations and Support Services provides direction and supervision for the comprehensive desktop, network, instructional technology operations, and support services. Ensures consistent and efficient service to college personnel, students, and the community.

This is a 12-month classified management position.

Essential Duties and Responsibilities

- Plans, organizes and directs the installation, configuration, maintenance, programming and repair of telecommunications systems; desktop hardware, software and peripherals; and networking equipment.
- Designs, plans, and implements the college video, voice and data network systems.
- Designs, plans, and implements physical, virtual, and cloud computing infrastructure.
- Evaluates and manages cloud infrastructure, considering security, cost-effectiveness, and integration with existing infrastructure.
- Architects and sizes infrastructure based on needs and demands of the campus.
- Designs and supports an enterprise messaging environment, including Microsoft Exchange, message hygiene, filtering, retention, encryption, legal hold, compliance and mobile device support to assure client's needs are met.
- Assists in the configuration of storage arrays, SANs, and understands the Fibre Channel protocol stack, iSCSI initiators, iSCSI targets, multiple levels of RAID, and other storage related technologies to assure adequate data storage.
- Manages and maintains efficient operation of network operations center.
- Manages and maintains mobile device management systems to support on-premise and remote systems.
- Plans and implements audio visual and instructional technology equipment and interfaces.
- Architects and provides technical leadership for overall computer operating systems and network planning and architecture including design requirements, standards, protocol, and capacity planning.
- Maintains an inventory of desktop and network hardware and software along with vendor- specific licensing.
- Maintains server, system, network, and application monitoring and notification systems through a variety of methods including third party products, in-house/self-developed solutions, instrumentation, and utilities to provide centralized and efficient operation.
- Manages Technology Operations and Support team in their roles of network administration, maintenance of user accounts, network security, network backup and file maintenance activities, classroom technology support, audio visual, and telecommunications system administration.

- Manages backup and recovery systems.
- Administers requests related to telecommunications and network technology services.
- Writes specifications and designs, directs development of bid specifications and prepares plans to install or modify network systems.
- Establishes system software standards, upgrade procedures and maintenance activities to achieve the highest possible reliability and accessibility of network systems.
- Engages in activities to keep current with the latest releases and best practices related to computer desktop and instructional technologies in order to proactively administer these systems for the college.
- Provides day-to-day supervision, coordination and operation of desktop computing resources and related applications including planning, purchasing and implementing the configuration of client desktop computing hardware, software and peripherals.
- Participates in the incident reporting and incident response processes and procedures to address security incidents, breaches, and reports of violation of policy.
- Provides subject matter expertise regarding the planning and design of the college's cyber incident, business continuity and disaster recovery plan.
- Coordinates with other parts of the college for project planning, implementation, and delivery of technology related resources.
- Administers Helpdesk operations and field technical staff in matters relating to the installation, maintenance, and repair of desktop computers, instructional support equipment, and relevant software.
- Negotiates service-level agreements to maintain service-level objectives and customer satisfaction.
- Ensures the successful and timely resolution of service requests by providing excellent customer service.
- Collaboratively develops standards for acquisition and support of desktop computing hardware and software; coordinates the acquisition of desktop computing hardware and software, and plans for the replacement and lifecycle management of desktop, lab and classroom computers
- Oversees end-user technology training for staff and faculty.
- Works with Academic Affairs to pilot new instructional technology equipment, identify technology requirements for classrooms and instructional labs, and define replacement cycles.
- Evaluates and authorizes desktop and instructional equipment purchase requisitions for all departments and divisions.
- Oversees maintenance of records on hardware and software resources for desktop and instructional equipment support.
- Engages in activities to keep current with computer desktop and instructional technologies.
- Hires, trains, supervises, and evaluates assigned personnel; resolves conflict through active listening, communication, and use of conflict resolution strategies; establishes individual and department priorities, projects, tasks and responsibilities.
- Serves as chairperson for the appropriate shared governance committees.
- Participates on technology management teams including but not limited to annual budgeting and strategic planning.
- Maintains positive working relationships with other departments on campus.
- Communicates District policy and administrative decisions to assigned personnel and students.
- Administers the collective bargaining agreements among the District and the classified union.

- Creates an atmosphere of collegiality and supports the goals of participatory governance.
- Ensures compliance with local, state, and federal regulations.
- Performs other duties as assigned that support the overall objective of the position and the District's mission and philosophy.

Knowledge, Skills and Abilities

- Knowledge of computer operating systems, network and telecommunications concepts, applications, and installations in a multivendor and multiprotocol environment.
- Knowledge of Windows and Linux server infrastructure.
- Knowledge of cloud infrastructure.
- Knowledge of mobile device management, end point security, and scalable deployment of technology resources.
- Knowledge of enterprise email systems.
- Knowledge of DNS, DHCP, and other pertinent networking protocols.
- Knowledge of physical and virtual server infrastructure architecture, design, and implementation.
- Knowledge of physical and virtual networking architecture, design, and implementation.
- Knowledge of multi cloud infrastructure environments.
- Knowledge of Desktop software standards, upgrade procedures, and maintenance activities to achieve the highest possible reliability, compliance, security, and accessibility of computer systems.
- Knowledge of management skills with policy and budget formation including preparation and administration of the annual budget.
- Knowledge of customer service protocol with a customer-service oriented priority.
- Ability to perform all of the relevant duties of the position with only general direction.
- Ability to work effectively in a shared governance environment.
- Ability to provide customer support from a management level.
- Ability to provide customer service protocol with a customer service-oriented priority.
- Ability to effectively use a personal computer and a variety of job-related software applications.
- Ability to conduct long-range planning.
- Ability to communicate effectively, in English, with a diverse population both orally and in writing.

Minimum Qualifications

- Possession of a bachelor's degree in computer science or information systems, or a related field, and a minimum of five years of related experience.
- Demonstrates sensitivity to, understanding of, and ability to work with the diverse academic, socioeconomic, ethnic, religious, disability, gender, gender identity, sexual orientation, immigrant status, and cultural background of community college students, faculty, and staff; and successfully fosters and supports an inclusive educational and work environment.