San Jose · Evergreen Community College District
Management Job Description

Position: Associate Vice Chancellor, Information Technology Solutions & Services   **Department:** ITSS

Location: District Office   **Date:** June 12, 2024

POSITION PURPOSE

Reporting to the Vice Chancellor of Administrative Services, the Associate Vice Chancellor, Information Technology Services and Solutions (AVC-ITSS) plans, directs, manages and oversees the activities and operations of the Department of Information Technology and Support Services (ITSS). Responsibilities includes implementing the information technology strategic plan for the District which involves all computing data, software, systems operations and data communications; coordinating assigned activities with departments districtwide; providing highly responsible and complex administrative support to the senior leadership and performing related duties as assigned.

NATURE and SCOPE

The position collaborates with various departments districtwide, cultivating robust relationships and tailoring central solutions to meet the unique department needs. The Associate Vice Chancellor leads the optimization of enterprise systems and the process and cultural transformation to leverage the systems effectively, and prioritize driving efficiency, excellence, and innovation in alignment with the District's Technology Plan. The Associate Vice Chancellor oversees centrally managed information technology infrastructure and services, and oversees distributed information technology across entire district and colleges. The position is tasked with evaluating the central services operating structure for the district ITSS department, including processes and structure to create a proactive, high service delivery environment

KEY DUTIES and RESPONSIBILITIES

1. Lead in developing an IT strategic plan for the institution that addresses the current and future needs by providing innovative and operational leadership for strategic planning, implementation, and improvement of technologies in support of instruction, student services, and administrative services.

2. Serve as technical advisor to the senior leadership regarding technology priorities, projects, policies, procedures, activities, needs, issues, and opportunities.

3. Work collaboratively with administrators, faculty and staff, and outside agencies to exchange information, coordinate activities and programs, and resolve issues.

4. Coordinate and direct projects, resources, services, staff, and communications to meet district-wide technology needs and assure smooth, timely, reliable, and efficient services.

5. Maintain confidentiality, security, and integrity of all electronic information assets and IT infrastructure.

6. Develop and administer related policies, procedures, and guidelines.

7. Research and assess future technology options to maintain high data quality, integrity, and security.

8. Develop and administer the annual IT budget proposals and process for prioritization of technology projects. Analyze and review budgetary and financial data, and control and authorize expenditures in accordance with established requirements.

9. Monitor and analyze technology programs, systems, and activities for financial effectiveness, operational efficiency, capacity, and planned replacement to meet planned priorities.

10. Direct the development and implementation of technology planning and project management processes to include constituent involvement.

11. Supervise and evaluate the performance of assigned staff, and coordinate and review staff work assignments to assure compliance with established best practices, industry standards, requirements, collective bargaining agreements, and procedures.

12. Ensure ongoing training for staff to maintain up-to-date technical expertise.

13. Increase productivity and effectiveness by promoting continuous improvement, manage organizational change, and incorporate new technology solutions using assessment of best practices and feedback from internal users and external customers.

14. Engage staff in completing effective department program reviews and annual unit plans, and using outcomes of the reviews to continuously improve IT services.

15. Participate on technology related participatory governance committees, and chair ad hoc committees as assigned.

16. Establish a systematic project management approach for IT projects, including a program management office.

17. Increase departmental efficiency, while reducing service management costs by developing a framework and a library of best practices for building an IT Service Management (ITSM) solution along with a well-designed IT Service Catalog.

18. Design and develop IT Service and Process Metrics to measure IT investments and departmental performance.

19. Promote diversity, equity, inclusion, accessibility, cultural competency, and a positive work environment.

20. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Operations, services, and activities of information technology department.

2. Federal, state and local laws and regulations pertaining to public higher education.

3. Knowledge of emerging technologies and trends.

4. Principles and practices of project management, leadership, and supervision.

5. The use of educational technology to further advance instructional programs and student services.

6. Budget preparation, control, funding and regulations regarding use of funds.

7. Educational institution operation, related laws, regulation, public policies and administrative practices.

8. Cloud computing, cybersecurity, business intelligence and analytics, project management, ERP, SIS, LMS and collaboration and productivity tools.

Skills and Abilities to:

1. Develop strategic initiatives and oversee the development of long-term plans and proposals to support business objectives.

2. Understand the technology and service-delivery needs for diverse learners and employee stakeholders/users.

3. Lead the execution of complex technology plans and programs.

4. Establish and implement a strategic vision for technology that serves a diverse community.

5. Establish and maintain cooperative and effective working relationships with students, faculty, staff, and business and industry representatives of diverse backgrounds.

6. Strong interpersonal skills and abilities to build coalitions and collaborative working relationships.

7. Strong leadership in planning and implementing a complex and integrated program of information systems and technology.

8. Strong organizational skills and business acumen when managing multiple projects.

Education and Experience:

1. Bachelor's degree in computer science, information technology management, engineering, science, business administration, or related field.

2. Seven (7) years of related experience with at least four (4) years of IT leadership administrator role in a large educational, governmental, or industrial organization.

3. Experience in planning, operational and project management, supervision, and budget administration of information technology field.

4. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Preferred Qualifications:

1. Master's degree in computer science, information technology management, engineering, science, business administration, or a related field.

2. Experience in using data to assess and evaluate programs to make data-driven decisions.

3. Experience with delivery of instructional/academic technology.

PHYSICAL AND MENTAL STANDARDS

1. Mobility: frequent walking and sitting for long periods; occasional kneeling, crouching, pushing, pulling, and standing; occasional reaching above and below desk level.

2. Dexterity frequent fine manipulation sufficient to operate a computer keyboard; frequent grasping to handle individual papers, write and take notes, and feel individual objects.

3. Lifting/Carrying: frequent lifting/carrying of papers, files, equipment, and material weighing up to 10 pounds; occasional lifting up to 25 pounds.

4. Visual Requirements: frequent use of vision sufficient to read files, documents, and computer screens and do close-up work.

5. Hearing/Talking: frequent hearing and speaking in person and on the telephone.

6. Emotional/Psychological Factors: frequent contact with others including extensive public contact; frequent deadlines and time-limited assignments

WORKING CONDITIONS

1. Typical indoor office environment.

Board Approved: 6/12/2024
Salary Range: EM-3
EEO-Category: 2B1 Executive/Administrative/Managerial