

**San Jose/Evergreen Community College District
Classified Management Job Description**

Position: Executive Director, Information Technology
Services & Solutions

Department: ITSS

College: District Office

Date: June 9, 2021

POSITION PURPOSE

Under the general direction of an assigned administrator, the Executive Director of Information Technology Services and Solutions provides leadership in the areas of technology enabled Business Solutions, Infrastructure and Operations for the District. The position leads the planning, development, acquisition, implementation, and operation of software application systems, the necessary physical technology environment, and enterprise data administration; develops information architecture and standards; oversees enterprise server systems, phone systems/services, reprographics and distributed computer operations in collaboration with campus partners. The position will serve as a critical liaison for enabling the implementation of technology as part of the Education Master Plan, Facilities Master Plan, Technology Master Plan, Security Master Plan and the Sustainability and Energy Master Plan. This role liaises and supports the implementation of the infrastructure environment required for educational needs such as the Learning Management System, instructional technology and management of digital assets, early alert, scheduling, and other Student Success technologies.

NATURE and SCOPE

The Executive Director of Information Technology Services and Solutions is responsible for recommending technologies that determine future development and direction. Responsibilities include the overall design, development, integration, implementation, and maintenance of enterprise applications, networks, network servers and telecommunications systems; the coordination and development of projects including incident response and disaster recovery; supervision of assigned staff; and systems documentation. This position also oversees bond-funded work as it relates to network and infrastructure projects supported by the District as part of renovation and new capital construction.

KEY DUTIES and RESPONSIBILITIES

Strategy, Planning and Execution

1. Develop and coordinate district-wide long and short-range plans for enterprise application development, systems development and maintenance, production activities, and support services.
2. Oversee the District technology infrastructure, networks and information systems which include data centers, networks, telecommunications, network servers, storage management, database management, virtualization, recovery management, threat management and data protection.
3. Direct and lead the support for enterprise resource infrastructure, file services, SharePoint, website infrastructure, wired/wireless networks, Wide Area Network, Internet access, Data Center, security infrastructure, incident response, authentication infrastructure, data backup, disaster recovery, mobile device management, phone services and remote access.
4. In partnership with District Services departments and College's leadership, define strategic goals, objectives, and high-level requirements consistent with the District Technology Master Plan.
5. Provide technical advice and guidance to district and college administrators, faculty, and classified staff, and technology groups on the design, installation, modification, and operation of college-based information and communication systems projects and equipment.

6. Oversee Enterprise Resource Planning (ERP) applications such as Ellucian and other web applications; manage support and services, and provide training for District employees.
7. Establish standards for the acquisition, acceptance, and use of both hardware and software; monitor compliance with established standards; manage the development, implementation, and maintenance of computer acquisition processes including both contributions and purchase; manage installation, maintenance, and repair activities.
8. Support the district initiative of accessibility technology including compliance requirements for public higher education institutions (508 compliance).

Data Strategy

9. Plan, design, and maintain standards for the acquisition, acceptance, cleansing, storage and custody of data for the District. Ensures compliance with standards related to privacy, data security, accessibility and other legal requirements for the use of data and applications.
10. Develop an Enterprise Data Architecture, Data Strategy, inclusive of governance and best of breed systems and platforms to manage operational and instructional data and digital assets.

Fiscal and Project Management

11. Direct the allocation of resources to achieve timely outcomes and measurable goals within budget; recommend IT spending and participate in collaborative resource planning processes to ensure high-quality services at an optimal cost to the organization.
12. Develop, implement and manage budget and operating policies, procedures, and objectives for information technology and information systems expenditures for multi-faceted use by and service to the colleges and district office.
13. Lead in the evaluation, costing, selection, testing, and implementation of all network, server and telecommunications related systems. Recommend purchase decisions for system administration, network infrastructure and security. Manage related vendors and professional service providers.
14. Develop and schedule priorities, assign responsibilities, ensure efficient and timely completion of projects, and prepare time and cost estimates and progress reports.
15. Manage troubleshooting of network system problems and seek solutions or execute fixes. Supervise inventory of network hardware, software, and licensing. Review and maintain the documentation of information technology infrastructure.
16. Develop tools to intake projects, prioritize requests, plan for the total cost of ownership, and deliver status updates to end-clients.

Talent Retention and Development

17. Manage and coordinate the Reprographics and Mailroom department.
18. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; orient, train, counsel, discipline and terminate personnel according to established policies and procedures

19. Manage and develop the skills and competency of information technology staff based on current needs as well as emerging technologies or business strategies needed to support all work initiatives.
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21. Perform other duties and responsibilities as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Mission and objectives of the District as they relate to information systems and services.
2. Project management, leadership, supervision, and action planning.
3. Enterprise servers, computers, mobile devices and accompanying technology.
4. LAN and WAN Networking architectures and features of VPN, VLAN, and QoS.
5. VoIP Infrastructure and communication systems and architectures.
6. Printing and reprographic technologies.
7. Policies and procedures related to community college and federal grants.
8. Educational institution operation, related laws, regulation, public policies and administrative practices.
9. Principles, theories, methods, materials, media and equipment used in the analysis and development, design, installation, operation and maintenance of telecommunications, LAN and WAN technologies and servers including the operating systems, applications, protocols and topologies.
10. Intrusion detection, SPAM, Network security requirements, procedures, implementation and administration.
11. Management of multiple types of servers, including E-mail, Web, Network Monitoring, Disaster Recovery, File, Print, Application and Database servers.

Skills and Abilities to:

1. Provide leadership in planning and implementing a complex and integrated program of information technology.
2. Communicate effectively both orally and in writing, including writing complex proposals and producing written market-oriented material.
3. Establish and maintain cooperative working relationships with internal and external stakeholders.
4. Develop and maintain network, server and telecommunications systems, and ensure network and data security.
5. Manage vendors and evaluate new technologies as they apply to district needs.

6. Develop a Request for Proposal (RFP), analyze responses with regard to requirements and negotiate contracts and licensing with contractors and technology vendors.
7. Develop and maintain interoperable network and telecommunications systems and assure network and data security.
8. Analyze complex personnel and network telecommunications issues or problems, evaluate alternatives and make sound recommendations.
9. Analyze and define user problems and/or requirements and develop efficient, cost-effective network systems solutions, while communicating options and ramifications to stakeholders.
10. Provide opportunities for training of staff and end users.
11. Manage, assign, and schedule technical staff working at multiple locations.

Education and Experience:

1. Bachelor's degree in management information systems, computer science, engineering, business administration or related field. A master's degree is highly desirable.
2. At least five years of strong applications and project management experience managing information infrastructure, operations, security and service teams, preferably including use of both agile and traditional approaches, with at least three years of successful experience managing enterprise data and integration services to successful outcomes.
3. Demonstrated increasingly responsible project management experience with supervision of multiple teams including regular staff and contractors.
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.

Desirable Certifications (one or more):

1. CISSP, CISM, CEH, CFI, or equivalent
2. CompTIA IT Fundamentals+ (ITF+), Network+; Security+
3. Microsoft Technology Associate (MTA)
4. PMI Certified Associate in project Management (CAPM)
5. Systems Security Certified Practitioner

Working Conditions:

1. Typical office environment.

Date Approved: 6/9/2021

Salary Range: M 36

EEO-Category: 2B1 – Executive/Administrative