

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

INSTITUTIONAL TECHNOLOGY OFFICER, OPERATIONS

Range: 46

DEFINITION

Under the administrative direction of the Superintendent/President, plans, organizes and directs Institutional Technology Operations staff and activities of the College; researches, plans, and manages growth, support and maintenance of the District's desktop computing platforms, audiovisual systems, and smart-classroom infrastructure; provides highly responsible and complex professional assistance to the Superintendent/President in area of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Superintendent/President. Exercises direct supervision over supervisory, professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a division head classification that oversees, directs, and participates in all activities related to Institutional Technology Department Operations functions, including short- and long-term planning, and development and administration of departmental policies, procedures, and services. This classification is responsible for leading the growth, support and maintenance of the District's personal computer hardware and software, peripherals, and audiovisual equipment in the academic and administrative functions and provides technical leadership and expertise in the areas of academic and administrative computing services; The incumbent is accountable for accomplishing departmental and divisional planning and operational goals and objectives and for furthering College/District goals and objectives within general policy guidelines. This classification is distinguished from the Institutional Technology Officer—Infrastructure in that the latter classification's dedicated focus is in computer programming and software customization. This classification may occasionally act as a Chief Information Officer, including visioning for strategic functions and overseeing the IT division.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

1. Plans, researches, strategizes, and manages staff and operations in support of academic and administrative computing, including selection, purchasing, installation, utilization, maintenance, and repair of computer hardware, software, peripheral equipment, audiovisual instructional technology, and related equipment. **E**
2. Plans organizational growth, maintenance, and enhancement of the district's academic and administrative computing environments, considering organizational needs, user requests, and technological advancements and limitations; develops strategies and solutions to meet institutional and user needs. **E**
3. Leads, participates in, and oversees the development, implementation and maintenance of policies and procedures for departmental and District-wide educational technology computing activities; implements structures for prioritization of IT Operations projects; establishes and implements project management policies and operational guidelines. **E**
4. Participates in the development of short and long-term technology needs planning for the district, develop and maintain, and publish the college district's Institutional Technology plan, ensuring alignment with the college's educational vision plan and strategic plan and accreditation standards; identifies and analyzes District computing needs, problems, or issues; develops alternative solutions and implements appropriate actions; provides policy guidance and technical support to ensure optimal performance and appropriate use of hardware, software, peripheral equipment, audiovisual and related administrative and instructional technology. **E**

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5. Participates in College and District-wide budgetary planning and issues as they relate to short and long-term technology needs; recommends, develops and manages the Institutional Technology Operations division budgets; analyzes and reviews budgetary and financial data; forecasts funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments and monitors and authorizes expenditures in accordance with established guidelines. **E**
6. Directs and oversees projects, budgets and staff involved in hardware and software implementations, upgrades, repairs, and migration projects; develops project objectives, budgets, and timelines; allocates and assigns resources and projects' activities; plans, directs, coordinates, reviews, and evaluates work products, methods, and procedures; meets with staff and/or consultants to identify and resolve problems and challenges. **E**
7. Coordinate and partner with other IT Officer; maintain vital working knowledge of Institutional Technology division and department norms, processes and procedures and occasionally oversee the full IT division including IT business units not normally assigned. **E**
8. Promotes and encourages the adoption and use of innovative technology in District operations including best practices for overall network security, endpoint security, computer-user access, identity-management frameworks, and authentication methods; implements security measures to assure the integrity and reliability of District hardware and peripherals, communications, and systems. **E**
9. Oversees the development and planning of specifications for computing and audiovisual equipment for new construction of District offices, classrooms, and computer laboratories, taking into account user needs, District IT standards, budget, and other considerations. **E**
10. Serves on the College's leadership teams and committees as required; serves as a representative of the District with external agencies and professional organizations; attends and participates in professional group meetings, as directed. **E**
11. Selects, trains, motivates, and directs division personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns. **E**
12. Leads and oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; leads the vendor evaluation and selection process; serves as liaison to vendor(s); monitors and resolves service delivery and quality issues; ensures accountability of vendors in fulfilling contract terms. **E**
13. Conducts a variety of departmental and divisional organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate; performs feasibility studies, estimates required resources, and monitors and reports on projects progress. **E**
14. Stays current on new trends and innovations in academic and administrative computing; information security, monitors changes in laws, regulations, and technologies that may affect District or departmental operations; implements policy and procedural changes as required. **E**
15. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Superintendent/President. **E**
16. Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.

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- Technologies required for the development and implementation of enterprise resource planning of computer systems.
- Program development and project management implementation and evaluation techniques.
- Principles and practices of budget preparation and administration.
- Public contracting and bidding principles.
- Principles and practices of leadership, supervision, training, and performance evaluation.
- Applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures relevant to assigned programs, projects, and operations.
- Methods and techniques for the development of presentations, business correspondence, research and reporting, and information distribution.
- Trends, issues, and innovations in academic and administrative computing.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Contemporary issues of inclusion, social justice, diversity, access, and equity as related to higher education.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.

Ability to:

- Provide administrative and professional leadership and direction for the department and assigned program areas.
- Develop and implement goals, objectives, policies, procedures, and work standards for assigned program areas.
- Develop and monitor budgets and effectively utilize resources.
- Establish project objectives, deliverables, and conditions of satisfaction.
- Integrate major management information system capabilities with user requirements.
- Apply strategic planning in an organizational setting.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Identify and respond to sensitive organizational issues, concerns, and needs.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Provide consultation, support, and technical assistance on large technically complex projects.
- Prepare and present comprehensive, effective oral and written reports.
- Develop and maintain assigned contracts and budgets.
- Provide leadership and work collaboratively and productively with all stakeholders.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, physical ability, and ethnic backgrounds of community college students.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, local, and District laws, regulations, ordinances, policies, and procedures.
- Select, train, motivate, and evaluate the work of staff, train staff in work methods and procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, technical documentation, and other written materials.
- Gather and analyze data, evaluate alternatives, and make sound recommendations.
- Maintain accurate databases, records, and files.

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- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Effectively manage priorities in complex and diverse operational units.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, ethics, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited four (4) year college or university with major coursework in computer science, management information systems, or a related field, **AND** five (5) years of increasingly responsible experience supervising projects or teams engaged in installing, maintaining, and repairing, updating, or migrating computer hardware, software, and peripherals, preferably in a higher education setting.

LICENSES AND CERTIFICATIONS:

None.

DISTRICT VALUES

Incumbents in District positions are expected to exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although regular standing and walking are also required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. The incumbent regularly climbs, bends, stoops, and kneels in the performance of work duties. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset computer users in the performance of work duties.