CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

DIRECTOR OF TECHNOLOGY SERVICES

CLASSIFIED MANAGEMENT CLASS SPECIFICATION

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

MANAGEMENT RESPONSIBILITY

The Director of Technology Services is a management position designated by the Board of Trustees for the Chabot-Las Positas Community College District (CLPCCD). The incumbent is responsible for the satisfactory completion and/or coordination of the listed duties and responsibilities either directly or through administrative review. The incumbent is charged by the Board of Trustees with the satisfactory implementation of Board Policy and District procedure as applicable to the position. In addition, the incumbent is expected to participate in the formulation of District and college policies by making appropriate recommendations for improvements or additions to policies or procedures through his or her reporting authority and/or by serving on college and District-wide management councils.

GENERAL DESCRIPTION

Under direction of the Chief Technology Officer, the Director of Technology Services manages the Information Technology Department's operations, section budget, support services, delivery systems, and department staff at both colleges. The Director of Technology Services provides leadership in exercising operational control over the colleges' instructional data network, instructional systems/audio visual systems, telecommunication, computer network support, and faculty and staff support services. The Director of Technology Services serves as a critical operational position requiring extensive knowledge of information technology, instructional systems, local and wide-area networking, network design technologies, network server administration, end-user applications, network operating systems, client operating systems, applications and support services, and audio-visual network design. This position works with College and District administration and technology oversight bodies to define strategies, develop and maintain client services, set technical architecture standards, and identify future directions and long-term planning. This position entails frequent interaction with District and College employees, vendors, contractors, consultants and representatives of other agencies and businesses.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES

The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional duties not listed, but within classification.

The Director of Technology Services Programs shall:

1. Ensure achievement of technology objectives through planning, organizing, and directing of the campus technology organization and resources, including computer network support, instructional systems, and telecommunications; lead the development and implementation of the Colleges' Technology Strategic Plans.
2. Provide oversight and leadership and direct the daily operations and functions of the Information Technology department staff in the following support services: computer network support, server infrastructure, instructional system support, and telecommunication support; oversee service levels, standards, and procedures to ensure efficiency, reliability, and compliance and ensure efficient resource allocation in support of institutional needs and technology sustainability.
3. Collaborates with College and District management, faculty, and staff to establish long-range technology goals, strategies, and plans; determine shorter-term plans, designs and projects to meet those

requirements; coordinate with college technology teams to ensure successful deployment of new systems, upgrades, and district- and campus-wide initiatives.

4. Hire, select, train, supervise, motivate, and evaluate assigned personnel; establish and communicate performance expectations and evaluate performance for direct reports; ensure professional development of staff; and monitor performance and provides coaching for performance improvement.

5. Plan, direct and implement standards for technology across the District including those related to campus systems, software, hardware, computer and audio-visual/communication equipment and platforms; develop standardized implementation and deployment processes and procedures including training and documentation.

6. Manage and implement the standardization, installation, and deployment of computer operating systems, applications, and service levels; administer, plan and direct the deployment/installation of instructional systems and equipment, peripherals, servers, and telecommunications; direct the operation of the Active Directory infrastructure, network servers, security, planning and development.

7. Plan, manage and direct activities pertaining to the technical support of computer client systems including installation, schedules, operating instructions, priorities, and new procedures or policies; administer deployment procedures and imaging standards for all desktop systems used for instructional and administrative computing.

8. Perform, oversee and guide project planning and budgeting for information technology projects; serve as a central point of communication to align various stakeholders, foster collaboration, improve efficiency of project; identify and track critical path/project milestones, cost etc.; monitor and report on progress, review and approve project deliverables and perform other quality assurance activities.

9. Review, evaluate and select or approve requests for new instructional technology including software and components needed to support curriculum; research new and emerging technologies, test and review these technologies and recommend scalable solutions for instructional delivery and campus operations.

10. Manage district-wide technology procurement and purchasing processes including software licensing; forecast and manage the department annual procurement budget to include supplies, maintenance and upgrade of equipment for each college.

11. Negotiate, prepare and administer vendor contracts and agreements for computer system, instructional equipment, peripherals, and other client support systems; oversee service delivery, vendor work and work product and review invoices.

12. Provide technical consultation to facilities and bond project design teams and construction managers for all new construction and remodeled of learning environments at the college level so that build incorporates infrastructure and user-interfaces to facilitate the educational and operational processes.

13. Make presentations to the Board of Trustees, Executive Management and other District groups.

14. Chair or serve on District committees and represents the District at local, regional, state and national conferences, user-group meetings, workshops and seminars.

15. May act for the Chief Technology Officer in that individual's absence.

16. Performs related duties and responsibilities as required.

MINIMUM QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
1. Principles, practices and techniques of computer systems, network administration, and programming.
2. Complex network infrastructure including the software, hardware and services necessary to design, implement, and operate local and wide area networks.
3. Principles, practices and methods of technology security, vulnerability management, backup procedures and disaster recovery plans.

4. The Systems Development Life Cycle and systems analysis methods and techniques.
5. Instructional support software, technologies and other technology-driven instructional delivery tools.
6. Principles and methods of Windows server architecture.
7. Video conferencing protocols and platforms.
8. Principles of engineering, technical construction and protocols of integrated multimedia technology hardware and software as used in the classroom.
9. Systems analysis and design concepts.
10. Principles of effective employee management, supervision, training, and performance evaluation.
11. Principles and practices of public administration, including budgeting and purchasing.
12. Federal and state laws and regulations and District policies and procedures governing community college technology including California Education Code.
13. Board Policies, Administrative Procedures, Human Resources procedures and collective bargaining agreements.
14. Principles and practices of sound business communication.
15. Research methods and analysis techniques.
16. Principles and practices of strategic planning.

Ability to:
1. Plan and direct activities of assigned Technology Services professional, technical and support staff.
2. Formulate a clear vision, strategic plan, and appropriate operational goals, objectives and outcomes for the information technology systems and services at the District and college levels.
3. Plan for future delivery systems/network development.
4. Plan, organize, manage, assign, delegate, review and evaluate the work of staff.
5. Troubleshoot and analyze complex problems with systems, hardware and software, identify and test solutions, and make changes to operating systems, data or programs.
6. Research, understand and apply technical information, compose a variety of technical and non-technical documents and facilitate group discussions.
7. Organize, set priorities and exercise expert, independent judgment within areas of responsibility.
8. Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local codes, policies, laws, and regulations.
9. Understand the organization and operation of the organization and of outside agencies as necessary to assume assigned responsibilities.
10. Work cooperatively with other departments, College officials, and outside agencies.
11. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, College employees, or other agencies on sensitive issues in area of responsibility.
12. Effectively represent the department to outside individuals and agencies to accomplish the goals and objectives of the department.
13. Establish and maintain effective working relationships with those contacted in the course of work.
14. Make complex technical presentations and communicate proposals and recommendations, both orally and in writing, to diverse audiences.
15. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students, employees, and the community.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:
A bachelor's degree from an accredited college or university with major course work in computer science, information technology, computer information systems or a related field.

Experience:
Eight years of increasing responsibility in computer information systems, information technology or experience related to area of assignment, and eight years of administrative experience, including lead supervisory experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with some travel among campus sites.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and classroom setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

NOTE: This administrative class specification is not necessarily all-inclusive in terms of duties and responsibilities.

APPOINTMENT

The Director of Technology Services shall be selected by the Governing Board upon the nomination of the District Chancellor.

Adopted by Board of Trustees on: July 15, 2025
Effective: July 16, 2025
Job Family: Classified Administrator/Management