CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

MANAGER, COLLEGE 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.*

DEFINITION

This is a management position with responsibility for managing College Technology Department operations, department budget, support services, delivery systems, and department staff. The Manager, College Technology Services acts as the college liaison, in exercising operational control over the college instructional data network, instructional systems/audio visual systems, telecommunication, computer network support, and faculty and staff support services. This position requires 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 identifying future directions and long-term planning. This position entails frequent interaction with District personnel, College staff, vendors, contractors, consultants and representatives of other agencies and businesses.

REPRESENTATIVE DUTIES

The Manager, College Technology Services, using standards, procedures, and guidelines that have been established by the College Technology Department, will:

- Provide immediate management, direction, scheduling, coordination and evaluation of the College Technology Department staff including Instructional Systems staff/User Support staff, Computer/Network Support staff, and Telecommunication staff.

- Resolve ongoing problems using his/her own initiative and the technical expertise of the College Technology Department staff, and through consultation with Administration and Management as appropriate for exceptional problems and policy issues.

The Manager, College Technology Services, manages staff and operations in the following areas:

A) *Management of College Technology Department Operations, Budget, and Staff*
   1. Manages Technology Department personnel and support services: Computer Network Support, Instructional System Support, and Telecommunication Support.
   2. Manage and direct the daily operation and functions of Department staff. Schedule, review and evaluate Department personnel and student assistants.
   3. Forecast and manage the Department annual operational budget to include supply maintenance and upgrade of equipment. This includes all hardware and software as it relates to campus-wide technology.

4. Manage and keep records of current equipment inventory, new equipment purchases, maintenance requests and related operational details. This includes all documentation Department staff has created.
5. Review and approve instructional equipment requests, technology needs and components as they relate to curriculum development.
6. Manage the processes, procedures, and service levels for providing technical support to the College faculty and staff.
7. Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coordinating, and enforcing systems, policies, and procedures.
8. Ensure achievement of technology objectives through planning, organizing, and directing the campus technology organization and resources, including computer network support, instructional systems, and telecommunications.

B) *College Client Desktop Computer Systems*
1. Overall management of the client desktop computer systems and the computer support team, responsible for ensuring that goals and expectations for the College faculty and staff are met through the functions of College Technology Department.
2. Has overall responsibility for planning, directing, and coordinating activities pertaining to the College computer client systems including installation, schedules, operating instructions, priorities, and new procedures or policies.
3. Manages, plans and directs the deployment/installation of all life-cycle related equipment including computers, printers, instructional systems, servers, and telecommunications.
4. Manages college-wide software licensing and vendor management for servers, client computers, instructional delivery systems and applications.
5. Manages the standardization, installation, and deployment of computer operating systems, applications, and service levels.
6. Coordinates maintenance contracts for computer system, instructional equipment, peripherals, and other client support systems.
7. Sets deployment procedures and imaging standards for all college-wide desktop systems for instructional and administrative computing.

C) *Instructional Systems and User Support*
1. Manages learning environment/smart classroom design, budget, and implementation including consultation for all new construction and remodeled learning environments at the college level.
2. Manages and directs instructional systems technicians, and instructional system specialists on best practices and procedures for College user support objectives.
3. Facilitate the development of documentation, processes, and procedures to effectively operate technology in the College instructional areas.
4. Facilitate and implement standards for computers, printers, instructional technology, and telecommunications.
5. Provides standardization and evaluation for user technology purchases and requests.
6. Researches new instruction technologies, tests and reviews these technologies while providing recommendation for classroom implementation.
7. Manages staff that respond to user support across the college campus while maintaining a customer service level that supports the mission of the College.
8. Acts as the College liaison to the District to help ensure transparencies and collaboration of new emerging technologies that can benefit all sites.

D) Management of College Network Servers and Staff
1. Manage staff responsible for the operation of the College's Active Directory Infrastructure, Microsoft, and Linux network servers, security, planning and development.
2. In coordination with District, develop standards for computer hardware, audio visual components, telecommunications, Windows server's, operating systems, management software, and college-wide applications.
3. Research available technologies and makes recommendations on planning, implementation and maintaining network server systems.
4. Plan, develop, and direct all local installation and maintenance of College instructional delivery systems, servers, and technologies.
5. Facilitate the research of available technologies and make recommendations on planning, implementing and maintaining these systems.
6. Plan, develop, and direct all local installation and maintenance of College instructional delivery systems and technologies.
7. Manages server maintenance contracts, licensing, and procurement of instructional delivery systems, computers, and related server or client software and applications.

E) Project Management for College Technology
1. Act as consultant to the College faculty and staff on all matters relating to the upgrade/ new construction/installation of all instructional delivery systems, as it relates to College technology.
2. Collaborates with peer colleges, universities and technology consultants to analyze current and future instructional technology directions. Researches available industry solutions and makes recommendations on planning, implementation and maintenance of new systems.
3. Recommends technology strategies and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
4. Provide technical input to project design teams and construction managers so that building design incorporates infrastructure and user-interfaces to facilitate the educational process.
5. Collaborates with architects, consultants and contractors on all new facilities as it relates to the planning, designing and implementation of the campus technology infrastructure.
6. Manages, plans and directs technology projects by coordinating resources and timetables with College departments, administrators, and District ITS.
7. Manages technology scope, budget, plans, and deliverables.
8. Directs technological research by studying organization goals, strategies, practices, and user projects.

F) General Administrative Duties
1. Manages Technology Department Staff: Computer Network Support, Instructional System Support, and Telecommunication Support.
2. Forecast and manage the department annual operational budget, to include supply, maintenance, and upgrade of equipment. This includes all hardware and software as it relates to campus-wide technology.

3. Manages technology projects, scope, budget, plans, and deliverables.
4. Provides standardization and evaluation for technology purchases and requests.
5. Research available technologies and makes recommendations on planning, implementation, and maintaining these systems.
6. Manage, plan and direct the deployment/installation of all life-cycle related equipment.
7. Research products, obtain and negotiate quote pricing and prepare requisitions.
8. Determine long-term strategies, plans and designs to meet those requirements.
9. Collaborates with College and District staff to establish long-range technology goals, strategies, and plans.
10. Management, and coordination with District on Bond Technology projects as it pertains to the college campus.
11. Collaborates with architects, consultants and contractors on all new facilities as it relates to the planning, designing and implementation of the campus technology infrastructure.
12. Serves on relevant technology committees including committee's for planning the facilities and implementation.
13. Provide regular liaison with College computing staff; coordinate systems and services as required.
14. Software licensing and vendor management.
15. Learning environment design, budget and implementation.
16. Act as College representative at user-group meetings, conferences, committees, and other meetings, as required.
17. Perform other job-related duties as assigned.

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 of computer systems, network administration, and programming.
2. Principles and methods of network technology, design, security, and administration.
3. Modern computer and network operating systems, shells and interfaces.
4. Principles and methods of Windows server architecture.
5. Computer applications within these systems and local and wide-area networking, protocols and procedures and topologies.
6. Specifications, installation, use and routine maintenance of classroom instructional equipment.
7. Modern technologies and systems for the delivery of instruction using television transmission, telecommunication systems, digital and analog satellite systems, multimedia instructional delivery systems in local and remote access sites.
8. Video conferencing protocols.
9. Principles of engineering, technical construction and protocols of integrated multimedia technology hardware and software as used in the classroom.
10. Basic systems analysis and design concepts.
11. Principles of supervision, training, and performance evaluation.
12. Scheduling work priorities, reviewing and evaluating the work of assigned personnel and student assistants.
13. Basic principles and practices of budget preparation and administration.
14. Managing equipment and resources for maximum availabilities.
15. Principles of project planning and management.

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16. Pertinent federal, state, and local codes, laws, and regulations, including those related to routing of cable raceways and cables.
17. Principles and procedures of record keeping.
18. Principles of business letter writing and basic report preparation.
19. Information sources to remain current in the field of information technology.

Ability to:
1. Coordinate and direct instructional system support programs.
2. Operate and troubleshoot a wide variety of instructional equipment and computers and network equipment.
3. Data and audio/video communications design, planning, documentation and technical administration.
4. Design of technical infrastructure for the campus-wide support of integrated instructional technology.
5. Use of software for management of inventory, delivery systems, and documentation.
6. Analyze technical data and problems.
7. Plan for future delivery systems/network development.
8. Supervise, organize, and review the work of assigned staff.
9. Select, provide training, and evaluate staff.
10. Plan and organize work to meet changing priorities and deadlines.
11. Participate in the preparation and administration of assigned budgets.
12. Recommend and implement goals, objectives, policies and procedures for providing support in instructional technology and systems.
13. 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.
14. Understand the organization and operation of the organization and of outside agencies as necessary to assume assigned responsibilities.
15. Work cooperatively with other departments, College officials, and outside agencies.
16. Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, College staff, or other agencies on sensitive issues in area of responsibility.
17. Effectively represent the department to outside individuals and agencies to accomplish the goals and objectives of the unit.
18. Establish and maintain effective working relationships with those contacted in the course of work.
19. Prepare clear and concise reports.
20. Communicate clearly and concisely, both orally and in writing.
21. 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:
Six years of increasing responsibility in computer information systems, information technology or experience related to area of assignment, and six years of administrative and/or 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.

APPOINTMENT
The Manager, College Technology Services shall be selected by the Governing Board upon the nomination of the District Chancellor.

Adopted by Board of Trustees on: June 19, 2018
Effective: June 20, 2018
Job Family: Administrative