PALOMAR COLLEGE

Classification Title: Manager, Professional Learning Network

Department:	Telecommunications - Grants	**EEO6 Code:**	1
Employee Group:	Administration	**Salary Grade:**	60
Supervision Received From:	Director, Telecommunications - Grants	**Date of Origin:**	February 2018
Supervision Given:	Assigned classified, hourly, and volunteer staff in Telecommunications - Grants	**Last Revision:**	November 2018

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 by individual positions.

JOB SUMMARY.

Plans, organizes and controls the operations and maintenance of the Vision Resource Center, a professional development web portal accessible to all California Community Colleges faculty, staff and administrators; manages the design and maintenance of the website and databases, including coordinating with other divisions, departments and outside agencies/vendors; liaises with the California Community Colleges Chancellor's Office ("Chancellor's Office") and Foundation CCC Success Center to ensure alignment of strategic focus of the Vision Resource Center as new enhancements and functionality are planned and implemented. Presents status reports to the Foundation CCC Success Center; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS.

The Manager, Professional Learning Network classification is distinguished from other administrative classes in Telecommunications – Grants by its responsibility for overseeing operations and maintenance of the California Community Colleges system's Vision Resource Center.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Organizes, schedules and supervises the operations and activities of Vision Resource Center team employees; interviews and selects employees to fill staff vacancies; performs timekeeping and related supervisory activities; provides leadership and works with staff to develop and maintain a high-performance, customer service-oriented work environment.

2. Plans and evaluates the performance of assigned staff and contractors; monitors performance and provides coaching for performance improvement and development; responds to grievances and takes appropriate disciplinary action subject to department director concurrence, in accordance with the District's human resources policies and procedures, employee handbooks, and applicable collective bargaining agreements.

3. Manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned programs and projects; recommends and administers department and District policies and procedures; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

4. Manages a team involved in the design, maintenance and improvement of all present and future Vision Resource Center websites and databases for the California Community Colleges system.

5. Liaises with the Chancellor's Office, in person and via video conferences, to ensure alignment of strategic focus of Professional Learning Network as new enhancements and functionality are planned and implemented; attends bimonthly and quarterly planning meetings and presents status reports to the Chancellor's Office and Foundation CCC management teams; utilizes system-wide subject-matter expertise to determine and prioritize future website enhancements and key performance indicators.

6. Presents overview and demonstration of the Vision Resource Center at California Community Colleges workshops and events, year-round, throughout California.

7. Ensures 24/7 availability, operation and support of websites; manages the Vision Resource Center website and supporting databases and systems; researches, evaluates and recommends implementation of new requirements, architectures, strategies and technologies to meet stakeholder needs efficiently and cost effectively; sponsors new standards and supports architectural, quality and standards reviews; serves as a technical resource to teams and departments; lends technical expertise to internal and external content developers on web and database content projects.

8. Manages the design, development, testing and implementation of online tools and resources for all staff and consultants; serves as project manager for large-scale website development, upgrade and enhancement projects; gathers feedback and suggestions on the Vision Resource Center from constituent groups to ensure all stakeholder requirements are recorded and a plan of action to address is created; monitors progress on multiple development projects, ensuring conformance with schedules, budget, user expectations and department standards; monitors the work of project teams and staff to ensure sound change control and quality assurance protocols and standards are followed.

9. Oversees the maintenance of cross-platform and cross-browser compatibility to allow website and database access from various environments; maintains Section 508 website compliance.

10. Supervises routine website and database audits to maintain consistency of presentation, optimal functionality and proper operation of interactive components and features; monitors and reports on website and database activities and traffic.

11. Serves as the liaison for web services with other divisions, departments and outside agencies; negotiates and resolves relevant sensitive and controversial issues.

12. Devises and maintains website resource work flow charts to ensure resources are properly vetted and for quality, content and accessibility before posting to the website in a timely fashion.

13. Oversees and participates in the development and administration of an assigned budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.

14. Provides responsible assistance to the Director, Telecommunications – Grants.

15. Oversees vendor and consultant contracts and service agreements; works with current vendors to extend or modify current support contracts and works with outside consultants on various information technology-related projects including physical infrastructure construction and maintenance and software development.

Marginal Functions:

1. Participates in/on a variety of committees, task forces, meetings and/or other related groups in order to receive and/or convey information.

2. Attends and participates in professional group meetings; keeps abreast of new trends and innovations in the field of website and database design.

3. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasingly responsible experience in the administration of database-driven websites or portals, including one year of supervisory and/or management experience.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university with major coursework in business with an emphasis in data management, computer science, information systems, web design, or a related field.

Licenses/Certificates:

Possession of, or ability to obtain, an appropriate, valid California driver's license by time of appointment.

Knowledge of:

1. Principles, practices and techniques of information systems management.

2. Systems development life cycle methods and standards.

3. Project management tools and techniques, including preparation and management of detailed project schedules and metrics and change management and control.

4. Customer relationship management and internal consulting concepts and practices.

5. Web-based technologies and design concepts and techniques, including security protocols and applicable programming languages.

6. Database management systems and software.

7. Website usability concepts, such as navigational aids, knowledge management, information rendering and accessibility.

8. Principles and practices of sound business communication

9. Correct English usage, including spelling, grammar and punctuation.

10. Instructional concepts and techniques as they apply to areas of responsibility.

11. Local, state and federal regulations, including terminology and processes applicable to areas of assigned responsibility.

12. Portal integration and optimization concepts and techniques.

13. Applicable federal, state and local laws, rules and regulations including Occupational Safety and Health Administration (OSHA) rules and regulations relevant to assigned responsibilities.

14. Principles and practices of public administration, including budgeting, purchasing and maintaining public records.

15. Research methods and analysis techniques including cost-benefit analyses.

16. Principles and practices of effective management and supervision.

Skill in:

1. Organizing and directing the maintenance, development and operations of a professional development and e-learning portal used in higher education.

2. Managing, scheduling, and training staff, including evaluating the performance of assigned personnel.

3. Providing leadership in evaluating complex technology strategies and developing approaches that maximize return on

investment.

4. Performing project management responsibilities, including developing logical and efficient project plans, establishing priorities, monitoring and managing task completion, anticipating and avoiding problems, and working collaboratively and cooperatively with team members and user groups to ensure project accountability.

5. Defining issues, analyzing problems, evaluating alternatives and developing sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.

6. Organizing, setting priorities and exercising expert, independent judgment within areas of responsibility.

7. Developing and implementing appropriate procedures and controls.

8. Preparing clear, concise and comprehensive correspondence, reports, studies and other written materials.

9. Communicating clearly and effectively and conveying understanding to technical and non-technical audiences orally and in writing.

10. Understanding, interpreting, explaining and applying applicable laws, codes and ordinances.

11. Representing an employer effectively in dealings with external agencies, contractors, consultants and vendors.

12. Presenting proposals and recommendations clearly, logically and persuasively.

13. Keeping technical skills current with advances in technology related to areas of responsibility.

14. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

15. Establishing and maintaining effective working relationships with those encountered in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The incumbent typically works in offices or computer centers where the noise level is normally quiet; regularly travels to locations throughout California.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to walk and stand; use hands to repetitively finger, handle and feel computers, peripherals and standard business equipment; reach with hands and arms; and move or lift up to 25 pounds.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.