PALOMAR COLLEGE

Classification Title: Manager, CCC TechConnect Operations

Department:	Telecommunications - Grants	**EEOC Code:**	1
Employment Group:	Classified Administrator	**Salary Grade:**	60
Supervision Received From:	Director, Telecommunications - Grants	**Date of Origin:**	January 2020
Supervision Given:	Assigned classified, hourly and contract staff	**Last Revision:**	January 2020

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, manages and coordinates the design, development, marketing, implementation and maintenance of technology products, services and related enterprise infrastructure that support CCC TechConnect system-wide projects including inter/intranet websites and databases; works with internal departments, divisions and outside agencies to improve performance, productivity and efficiency of offered products and services; coordinates marketing activities and oversees production and video recording services; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS.

Manager, CCC TechConnect Operations is distinguished from Web Analyst by its overall responsibility for managing the technical operations and marketing of CCC TechConnect, including web architecture, related infrastructure and system security.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Plans, organizes, manages, integrates and evaluates the work of assigned technical operations and marketing staff, including contract personnel; with staff, develops, implements and monitors plans, projects and initiatives to achieve assigned objectives; may provide input to the annual department or program budget; forecasts funds needed for staffing, equipment, materials and supplies; makes purchases and other expenditures in accordance with District policies and procedures; participates in developing and implementing plans, processes and procedures to achieve established goals and objectives in accordance with District standards; prepares and maintains a variety of records and reports.

2. In accordance with District policies, procedures, collective bargaining agreements and employee handbooks, interviews and participates in selecting new department or program staff; supervises and evaluates performance of assigned employees; establishes performance requirements and professional development objectives; regularly monitors staff performance and provides training, coaching and mentoring for performance improvement; with management concurrence, implements the progressive discipline process to address performance deficiencies in accordance with District human resources policies and labor contract agreements; responds to grievances; approves overtime/compensatory time; recommends reclassifications.

3. Analyzes educational technology requirements for colleges, faculty, staff and students for the California Community Colleges system; assists the Director, Telecommunications - Grants in developing and managing a comprehensive

program to enhance existing and planned system-wide telecommunications and technology infrastructure efforts that support instructional products offered by CCC TechConnect.

4. Manages the design and development of TechConnect websites and databases, providing 24/7 availability of instructional products and services; manages lead web architect incorporating new web requirements and technology advancements into the enterprise architecture.

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

6. Oversees the maintenance, security and integrity of the department's web-based database systems; leads staff in the development and implementation of policies and procedures to ensure database security and integrity; ensures that database maintenance, capacity planning and backup and recovery processes are performed; monitors database performance to ensure adherence to procedures and production standards.

7. Oversees and participates in the development, implementation and maintenance of customized applications; develops the underlying infrastructure of web properties; oversees the development and administration of inter/intranet portals that include programming web parts, virtual working environments, user authentication, security and integration with other web services.

8. Develops, implements and manages comprehensive and strategic marketing and communication plans that enhance and strengthen the identity, image and brands of CCC TechConnect.

9. Manages staff responsible for the annual online Teaching Conference and other conferences and workshops related to CCC TechConnect systems and products; ensures delivery of materials, training and information to attendees; ensures that reports on events and recommends enhancements for future conferences are completed in a timely manner.

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

11. Provides oversight and direction for technical contract staff.

12. Oversees production support and video recording activities.

13. Contributes to the development and implementation of technology-supported learning environments and professional development.

14. Serves as the liaison for CCC TechConnect web services with other divisions, departments and outside agencies.

15. Provides responsible staff assistance to the Director of Telecommunications – Grants.

16. Interprets, applies and ensures compliance with applicable laws, codes and regulations; remains current on applicable legislative decisions and developments.

Marginal Functions:

1. Serves on a variety of task forces, committees and statewide workgroups as required.

2. Participates in shared governance.

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: Five years of increasingly responsible experience in the design and development of database-driven websites, including two years of supervisory experience.

Education/Training: Equivalent to a bachelor's degree from an accredited college or university in computer science, management information systems, marketing, business administration, 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. Operational characteristics, services and activities of a web services program.

2. Advanced principles, methods and techniques utilized in the design of web architecture and applications including web development tools.

3. Database-driven website design, development and deployment, including user-centered web-related design principles.

4. Content management systems.

5. Current and emerging web technologies and associated products, tools and equipment.

6. Internet browser applications.

7. Infrastructure security principles and practices applicable to areas of assigned responsibility.

8. Database systems and related software.

9. Methods and techniques for preparing systems and customer documentation.

10. State and federal accessibility standards applicable to websites.

11. Needs-assessment techniques.

12. Multimedia production principles and practices.

13. Principles and practices of project management, including methods, techniques and tools.

14. Organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.

15. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.

16. Basic recordkeeping practices and procedures.

17. Safety policies and safe work practices applicable to the work.

18. Practices and procedures for budgeting, purchasing and maintaining public records.

19. Principles and practices of effective management and supervision.

20. Human resources principles and practices.

Skill in:

1. Planning, organizing and managing operations and activities of staff responsible for creating, maintaining, implementing and marketing web-based educational and professional development programs and products.

2. Understanding and applying the analysis of functional requirements to the development of specifications and recommendations for systems proposals.

3. Staying current on evolving technologies within areas of responsibility.

4. Developing and implementing appropriate procedures and controls.

5. Designing, developing, implementing, maintaining and supporting secure web architecture, web portal and/or nonportal.

6. Developing and managing comprehensive strategic marketing and public relations plans and initiatives.

7. Designing, integrating and managing infrastructure security involving assigned systems.

8. Troubleshooting and resolving complex website, application, database and network problems.

9. Managing technical projects involving assigned areas of responsibility.

10. Providing oversight and direction for technical contract staff.

11. Managing production support and video recording activities.

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

13. Coordinating, developing and presenting public relations and training information and materials.

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

15. Operating a computer and other standard office equipment and using spreadsheet, word processing and College software.

16. Communicating clearly and effectively and conveying sensitive information orally and in writing.

17. Presenting proposals and recommendations logically and persuasively.

18. Demonstrating sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

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

20. Exercising tact and diplomacy in dealing with complex and confidential issues and situations.

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

WORKING CONDITIONS.

Environmental Conditions: The incumbent typically works in an office and the noise level is usually quiet. The incumbent interacts with students, faculty, administrators, staff and the public, occasionally with dissatisfied or abusive individuals.

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. Requires occasional travel to District and other locations.

TERMS OF EMPLOYMENT.

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