

PALOMAR COMMUNITY COLLEGE DISTRICT

Classification Title: Director, Information Services

Department: Information Services

FLSA Status: Exempt

Staff Category: Administrative Association (Classified Administrator)

Salary Range: 75

Supervision Received From: Assistant Superintendent/Vice President, Finance & Administrative Services

Original Date: July, 2012

Supervision Given: Managerial, Supervisory, and Classified Staff in Information Services

Last Revision: July, 2012

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.

JOB SUMMARY.

Responsible for administering information technology planning and services to support the District's information technology (IT) operations. Provides management direction and leadership to ensure the District's IT systems and administrative computing environment are stable, reliable, and secure. Performs strategic planning in support of advancements in information technology and telecommunications systems and provides project management for implementation of enterprise applications.

DISTINGUISHING CHARACTERISTICS.

The Director, Information Services is distinguished from other information technology management classes by its responsibility for providing leadership and direction to the Information Services department.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS. Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities, subject to management concurrence and in accordance with applicable College policies, which includes: selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending salary reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Provides leadership to Information Services staff in the operations and activities of the District's information technology systems and services, including administrative applications, telecommunications, network infrastructure, data center technical services, desktop and student computing lab support, and help desk services.
3. Plans, organizes, implements, and administers the Information Services department through subordinate managers and supervisors.
4. Coordinates and integrates functional responsibilities with other District departments to achieve efficient, effective, and customer-responsive performance.

5. Directs management staff to implement the broad scope of day-to-day operations and services for the department.
6. Collaborates with internal departments and offices regarding the interpretation and implication of Federal, State, and local regulations, policies, and procedures; formulates strategies to assure compliance with applicable regulations, policies, and procedures.
7. Prepares, submits, and monitors the annual budget for Information Services; researches and approves expenditures for services, supplies, and equipment in accordance with established policies, procedures, and protocols; solicits and evaluates funding options and requirements; prepares related budgetary and financial reports.
8. Directs and participates in the compilation, development, review, and dissemination of a variety of complex narrative and statistical reports regarding department operations and activities.
9. Directs the planning, development, analysis, programming, implementation, and management of the District's IT systems and administrative applications; monitors user satisfaction levels and directs the planning and implementation of appropriate service level and performance adjustments.
10. Directs the planning, development, design, implementation, and management of the District's telecommunications systems and 24/7 network infrastructure operations.
11. Directs the planning, development, and management of the District's IT help desk, including telephone operations.
12. Directs project planning and management, change management, quality control, workload performance standards, risk assessment, and procurement of technology resources; sets project priorities and assigns programmatic areas of responsibility to staff; reviews and evaluates work methods, assesses needs and procedures to determine end user satisfaction, reviews project activities to assure progress toward objectives; directs and implements approved system and/or project changes.
13. Formulates and recommends strategies to acquire and implement IT systems and technology solutions.
14. Directs all phases of equipment, software and systems purchases, and operations and maintenance to meet the operational needs of the department and District.
15. Directs and participates in the preparation of all requests for proposals (RFPs) or other bids for engineering, technical and business operations/equipment and guarantees appropriate administrative signoffs; negotiates and maintains all relevant contracts and agreements and ensures adherence to established codes and regulations.
16. Directs, organizes, implements, and oversees long- and short-range projects, programs, and activities designed to develop specific projects and support the District's strategic plan.
17. Oversees the development and distribution of clear and concise work plans and reports to all required entities.

Marginal Functions:

1. Provides responsible staff assistance to the Assistant Superintendent/Vice President, Finance and Administrative Services.
2. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
3. Participates in shared governance through service on planning and/or operations committees and task forces.

4. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Knowledge of:

1. Managerial and leadership principles and practices.
2. A full scope of information services operations, service offerings, and capabilities.
3. Current IT systems and administrative applications.
4. Systems analysis and application development principles and practices.
5. Budgeting principles and practices.
6. Cost control methods.
7. IT business applications for higher education.
8. Telecommunications operations, service offerings, technologies, and capabilities.
9. Project management principles and practices.
10. Principles of business letter writing and report preparation.
11. Conflict resolution techniques.
12. Public relations principles, including the use of tact, patience, and courtesy.
13. Community college organization, operations, policies, and objectives.
14. Applicable Federal, State and local codes, laws and regulations.
15. Higher education administrative practices.
16. Operations, capabilities, and limitations of IT services.

Skill in:

1. Supervising, training and directing the work of others.
2. Utilizing a computer and related software applications.
3. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action.
4. Establishing and maintaining effective working relationships with those contacted in the course of work.
5. Interpreting complex data and information.
6. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
7. Communicating clearly and concisely, both orally and in writing.
8. Mediating difficult and/or hostile situations.
1. Effectively responding to all situations/incidents using sound judgment and decision-making skills.
2. Planning, organizing, and directing the day-to-day activities, services, and operations of a large and comprehensive information services department.
3. Analyzing user needs and developing effective projects, systems, and programs.
4. Preparing and administering department budgets.
5. Providing advanced technical assistance to District system users.
6. Identifying enterprise, departmental, and functional technological solutions suited to the needs of the organization.
7. Researching and recommending new hardware and software applications.

8. Analyzing and evaluating technological services and making appropriate recommendations.
9. Analyzing highly technical issues and finding optimum solutions.
10. Developing implementation plans for enterprise information systems.
11. Directing, planning, and recommending appropriate maintenance strategies to ensure uninterrupted systems usage.
12. Developing hardware and software specifications.
13. Managing contracts and large, complex IT projects.
14. Planning, directing, and coordinating the implementation of networking upgrades and telecommunications applications.
15. Analyzing and developing systems and applications in response to business problems.
16. Analyzing and determining feasibility of applying IT methods to administrative processes and procedures.
17. Working independently with little direction.

Experience and 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:

Six years of increasingly responsible experience in system administration, including two years of supervisory experience.

Education/Training:

Bachelor's degree in computer science, information technology or a related field.

WORKING CONDITIONS.

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Essential functions may require maintaining physical condition necessary for ambulating for extended periods of time; visual acuity to read printed materials and computer screens.