



DIRECTOR OF TECHNICAL OPERATIONS

DEFINITION

Under the direction of an area administrator, plan, organize, direct and control multiple information systems projects and tasks; train, supervise and evaluate assigned staff; monitor and coordinate technical activities with other departments to ensure that technology systems interact effectively, consult on the development of technology solutions.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Chief Technology Officer and the Vice President of Administrative Services. Exercises direct supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This management classification is responsible for planning, organizing, coordinating, and directing the staff and programs of the Districts information technology departments. Positions at this level recommend and implement the programs, projects, goals, and policies and procedures of the functional area(s) to which they are assigned, ensuring alignment with the attraction, retention and academic success of students. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plan, organize, schedule, direct and control the activities of multiple information systems projects and tasks assigned; prioritize and schedule work; monitor progress of the projects.
- Train, supervise and evaluate the performance of assigned staff.
- Coordinate technical activities with management, faculty, staff, computer vendors, contractors and/or external agencies.
- Implement and monitor work procedures to facilitate communication, resource tracking and standardization of assignments to staff.
- Prepare statistical, narrative and/or progress reports regarding resources, operational activities and projects
- Act as escalation point for internal and external customers
- Provide guidance and team leadership to meet organizational goals for incident management and to maintain quality customer service.
- Ensure the execution of periodic system administration tasks such as backups, updates, patches, etc. to maintain system availability.
- Assist in the development of short-range and long-range plans.
- Identify and analyze district computing needs, problems or issues and develop alternative solutions and recommend appropriate action.
- Ensure proper resource planning and coverage for assigned activities; ensure timely and successful completion of projects.

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- Attends and participates in professional group meetings; maintains current knowledge of new trends and innovations in the field of technology.
- Works productively and cooperatively with others by demonstrating respect, patience, and equitable treatment of all internal and external customers.
- Ensures staff observe and comply with District and mandated safety rules, regulations, and protocols.
- Manage and evaluate external vendors and managed service providers, including contract oversight, service level agreements (SLAs), and performance monitoring.
- Participate in procurement processes (RFP/RFQ), vendor selection, and contract administration.
- Support data governance practices to ensure data integrity, security, and accessibility for institutional decision making.
- Focus on technical operations, infrastructure reliability, and service delivery.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Linux, Mac and Windows desktop environments
- Intermediate to advanced concepts and hands on experience with network infrastructure environments including LAN/WAN and mobile computing environments
- The TCP/IP OSI Model with experience in Layer 3 networks
- Intermediate to advanced Microsoft server technologies, applications, installation, and troubleshooting
- Time management skills and practices
- Strong organizational, communication, leadership and customer service skills
- Functional experience with network security applications, appliances such as firewalls, anti-virus, malware and other related security systems
- Backup and Recovery Processes
- Experience implementing automated software inventory and deployment technologies
- Understanding of implementing a proactive patch management program
- Knowledge of infrastructure performance management tools and reporting
- Strong verbal, written and presentation skills with ability to effectively interact with internal customers and external business partners.
- Identity and access management (IAM), multi-factor authentication, and zero-trust principle.
- Ability to train and develop new and existing employees
- Professional demeanor, dependable, and able to maintain confidential information
- Flexible, detailed, and able to successfully accept change
- Able to work extended hours when required
- Interpersonal skills using tact, patience and courtesy
- Ability to work well under pressure and meet deadlines

Ability to:

- Plan, develop, organize, direct and coordinate the functions of the information technology department
- Read, understand, interpret, explain, and apply a wide range of written materials having technical, legal and policy content
- Maintain current knowledge of applications and systems

- Assist and relate to individuals from diverse cultural backgrounds
- Train, direct, supervise, coordinate, and evaluate the work of assigned personnel
- Provide technical guidance and recommendations concerning existing computer programs and systems
- Communicate effectively both orally and in writing
- Meet schedules and timelines
- Work confidentially as needed
- Prepare and deliver oral presentations
- Recommend and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the department.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively representing the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Equivalent to a bachelor's degree from an accredited college or university in management, computer information systems, information management or closely related field

Experience:

- Five (5) years of technical support experience, including two (2) years of supervisory/management experience and two (2) years of direct customer service in a technology/customer support environment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.