VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR OF TECHNICAL SERVICES

BASIC FUNCTIONS:

Under the direction of an area administrator, plan, organize, supervise, and coordinate the installation, maintenance, and repair of networking, telecommunications, (data/voice/video) network servers, desktop/laptop workstations, software, peripherals, and other communication and data services for the District's instructional and administrative purposes; provide training and necessary support to staff and users; plan, assign, supervise and evaluate the work of assigned personnel.

REPRESENTATIVE DUTIES:

Plan, organize, supervise and coordinate the installation, maintenance, and repair of networking, telecommunications, network servers, desktop/laptop workstations, software, peripherals and other communication and data services; provide departmental organization which is oriented to provide prompt, courteous, quality services to all users. *E*

Train, supervise, coordinate and evaluate the activities of Network, PC, and Telecommunications staff and volunteers; participate in staff selection. *E*

Responsible for the design, installation, support and efficient operation of the district Local Area Network (LAN), Wide Area Network (WAN), and Telecommunications; provide technology leadership for the district as it pertains to implementation and troubleshooting campus LAN, WAN, microcomputer technology, and telecommunications. *E*

Investigate, test and analyze technologies for use by the district, including software and hardware relating to network operations; consult with users to identify system testing and training requirements; make recommendations based on technical input and district needs. *E*

Develop and ensure adherence to technology standards, procedures, and documentation, including installations, backup, maintenance, security and performance monitoring; work cooperatively with district personnel to develop standards and procedures for the support of networking on campus. *E*

Participate in long range planning consistent with department and district goals; facilitate the budget planning for network equipment, software, and support. *E*

Plan, coordinate, and implement security protocols throughout the network; provide for the installation and maintenance of network security monitoring software; provide education and training to end-users regarding the need for

network security, possible security vulnerabilities, and methods of ensuring security; provide for maintenance of inventory and diagrams of all networks and equipment. *E*

Plan, coordinate, and implement integrated disaster recovery procedures for the network and all critical systems; maintain current virus protection updates; plan and implement a critical data back-up strategy. *E*

Attend in-service training on network and data communications systems; remain current and knowledgeable in all aspects of network technology and applications. *E*

Manage the procurement process for new network, telecommunications, and personal computing equipment and repair parts as necessary; serve as liaison to vendors and/or outside consultants; assist in the development of vendor bid specifications. *E*

Participate in and provide leadership for department meetings, assigned committees, and district level activities. *E*

Perform other related duties as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Ethernet/Fast Ethernet, Twisted pair and fiber optic cabling and punch-down methodology WAN cabling and methodology.
TCP/IP and IPX/SPX theory, Firewall/Packet Filters, SNMP/RMON/MIB Theory.
Telecommunications technologies and methodologies.
Cisco Routers and Switches.
Novell, NT, Unix.
Current technology of all the components that make up the District LAN, WAN, and telecommunications.
Current Web technologies
Current Windows and Mac OS, Intel and Mac hardware components.
Fluent in PC Repair.
Computer programs necessary for record keeping and databases
Principles and practices related to system audit and security.
Federal, State, and local laws, rules and regulations related to information technology and systems.
Educational and instructional applications of information technology.
Budget preparation and control procedures.
Principles and practices of administration, supervision and training.
District organization, operations, policies and objectives.
Correct English usage: grammar, spelling, vocabulary and punctuation.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:
Plan, organize, and direct the operations, applications and administration of district network, PCs and telecommunication systems.
Determine requirements for new applications and modification of existing systems.
Maintain current knowledge of technical advances in the field.
Work effectively with district faculty, staff, and management, contract vendors, and representatives of other public agencies.
Analyze situations accurately and adopt an effective course of action.
Anticipate conditions, plan ahead, establish priorities and meet schedules and timelines.
Stimulate teamwork and promote cohesiveness to achieve district goals.
Prepare effective written reports and presentations.
Effectively communicate a highly technical and constantly changing subject in understandable terms, both orally and in writing.
Assist with the development of grant or special projects applications.
Provide technical assistance and guidance to district faculty, staff and administrators.
Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability backgrounds of staff and students.
Establish and maintain effective and cooperative working relationships with other district personnel to accomplish objectives of the district, department or working group.
Train, supervise and evaluate personnel.

EDUCATION AND EXPERIENCE

Any combination equivalent to: a bachelors degree in computer science, information systems, information technology, or related field, and five (5) years increasingly responsible experience in managing information technology systems, including two (2) years in a supervisory or management capacity.

WORKING CONDITIONS:

Office environment.

Position requires sitting for extended periods of time, dexterity of hands and fingers to operate a computer keyboard, and other office equipment, and reaching to maintain files; speaking and hearing to communicate with district and outside agency personnel and exchange information.

Bending and twisting.

Lift and carry 25 pounds.