

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TECHNICAL OPERATIONS MANAGER

BASIC FUNTION:

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.

REPRESENTATIVE DUTIES:

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. **E**

Train, supervise and evaluate the performance of assigned staff. **E**

Coordinate technical activities with management, faculty, staff, computer vendors, contractors and/or external agencies. **E**

Implement and monitor work procedures to facilitate communications, resource tracking and standardization of assignments to staff. **E**

Prepare statistical, narrative and/or progress reports regarding resources, operational activities and projects **E**

Act as escalation point for internal and external customers **E**

Provide guidance and team leadership to meet organizational goals for incident management and to maintain quality customer service. **E**

Ensure the execution of periodic system administration tasks such as backups, updates, patches, etc. to maintain system availability. **E**

Assist in the development of short-range and long-range plans. **E**

Identify and analyze district computing needs, problems or issues and develop alternative solutions and recommend appropriate action. **E**

Ensure proper resource planning and coverage for assigned activities; assure timely and successful completion of projects. **E**

Assure compliance with departmental standards and objectives, and adherence to Victor Valley College District policies and procedures. **E**

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES

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.

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 IT 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

Establish and maintain cooperative and effective working relationships with students, faculty, socioeconomic, cultural, ethnic and disability backgrounds

Communicate effectively both orally and in writing

Meet schedules and timelines

Work with confidentiality as needed

Prepare and deliver oral presentations

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in management, computer information systems, information management or closely related field AND 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.

WORK CONDITIONS:

Office environment; subject to constant interruptions.

Position requires hearing, moderate lifting, bending, reaching above shoulder, sitting or standing for extended periods of time, speaking to exchange information and interview students, and dexterity of hands and fingers to operate a computer terminal and other office equipment.