SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: **CLASSIFIED**

CLASS TITLE: **DIRECTOR – INFORMATION TECHNOLOGY USER SERVICE**

SALARY TABLE: **30**

SALARY RANGE: **155**

BASIC FUNCTION:

Under the direction of the Vice President for Information Technology, coordinate and direct projects, personnel, communications, user support functions and resources to meet the campus technology needs of the College and assure smooth and efficient activities; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize, control and direct operations and activities involved in the implementation and support of campus technology systems, databases, software and applications; establish and maintain time lines and priorities; assure related activities comply with established standards, requirements, laws, codes, regulations, policies, procedures and campus technology goals.

Coordinate and direct user training, campus Help Desk services and campus-wide support related to the operation of computer, media systems hardware and desktop software. Coordinate and direct user support functions; oversee and participate in technical assistance and training services concerning the operation of campus technology systems, databases, software and applications; respond to inquiries and provide detailed and technical information and training concerning related practices, techniques, requirements, procedures and malfunctions.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures. Establish and maintain a workplace climate that encourages staff professional development and participation.

Supervise the technical support staff within the Information Technology Division to implement and support software with campus web-based services, assess workload implications and feasibility of new system requirements.

Prepare documentation of system functionality and use. Develop a thorough and rigorous testing of software and database performance before new applications are released into production.

OTHER DUTIES:
Perform related duties as assigned.

Knowledge and Abilities:

KNOWLEDGE OF:
Planning, organization and direction of operations and activities involved in the development and implementation of campus technology systems, databases, software and applications.
Principles, methods and procedures of operating computers, network systems and peripherals.
Technical aspects of researching technology systems and equipment.
System utilities and design and program applications.
Database structures, on-line applications and system capabilities of campus technology systems.
Principles, practices and methods of database structures, computer programming and system design.
Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of hardware, software, networks and peripherals.
College organization, operations, policies and objectives.
Policies and objectives of assigned programs and activities.
Applicable laws, codes, regulations, policies and procedures.
Principles and practices of administration, supervision and training.
Budget preparation and control.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:
Plan, organize, control and direct operations and activities involved in the development and implementation of campus technology systems, databases, software and applications.
Coordinate and direct projects, personnel, communications, user support functions and resources to meet the technology needs of the College and assure smooth and efficient activities.
Supervise and evaluate the performance of assigned personnel.
Research, analyze and maintain current knowledge of new technologies to identify opportunities to meet technology needs.
Direct the programming, development, modification and analysis of computer systems, databases and applications to meet campus technology needs and provide for system enhancements.
Direct user support functions concerning campus technology systems, software and applications.
Plan, organize, control and direct the investigation, troubleshooting, diagnosis and repair of hardware, software, network and peripheral malfunctions.
Communicate effectively both orally and in writing.
Interpret, apply and explain laws, codes, rules, regulations, policies and procedures.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Work independently with little direction.
Plan and organize work.
Prepare comprehensive narrative and statistical reports.
Direct the maintenance of a variety of reports, records and files related to assigned activities.

Sensitivity to and understanding of the diverse academic, socio-economic, cultural, disability, and ethnic backgrounds of Community College Students.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science or related field and three years increasingly responsible experience in the development, design, operation, analysis, maintenance and repair of computer systems and related hardware and software.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to view a computer monitor and read a variety of materials.
Sitting for extended periods of time.