July 2013

CLASSIFICATION: **CLASSIFIED**   CLASS TITLE: **DIRECTOR ACADEMIC**
TECHNOLOGY SUPPORT

SALARY TABLE: **30**   SALARY RANGE: **155**

BASIC FUNCTION:

Under the direction of a Dean, coordinate and direct projects, personnel, communications, user support and resources to meet the student 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 development and implementation of student 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 Educational Program goals.

Provide technical leadership for open, instructional and student support computer labs, including the Cyber Center; lead the lab advisory work group.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignments, 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.

Coordinate and direct user support functions; oversee and participate in technical assistance and training services concerning the operation of student 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 the distance education function including software for labs used by faculty.

Direct project management and systems administration to design, develop and implement strategies and procedures to administer learning management and Portal systems including responsibility for the coordination of: the overall management of learning management and Portal applications; web content and content managers; the Online College/Portal help desk, and Online College/Portal user training; maintain enrollment data (course sections, logins and passwords); interaction involving faculty, students and staff to determine course requirements, content needs and desired output.

Coordinate and collaborate with Information Technology (IT) to assure procedures for maintaining

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proper operation of learning management and portal servers (optimize, maintain, troubleshoot learning management and Portal software); coordinating database integrity, security, optimization

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and backup; and working effectively with District user services, Web Development, and technical services staff to assure user information needs are met.

Work with technical staff within the Information Technology Division to plan and implement 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.

Participate on a wide range of committees and work groups on projects involving instructional support.

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 student technology systems, databases, software and applications.
Principles, methods and procedures of operating computers, network systems and peripherals.
Technical aspects of researching, comparing and purchasing technology systems and equipment.
System utilities and design and program applications.
Database structures, on-line applications and system capabilities of student technology systems.
Principles, practices and methods of database structures, computer programming and system design.
Practices, procedures and techniques involving 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.
Principles and practices of administration, supervision and training.
Budget preparation and control.
Oral and written communication skills.
Applicable laws, codes, regulations, policies and procedures.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.
Public speaking techniques.

ABILITY TO:
Plan, organize, control and direct operations and activities involved in the development and implementation of student technology systems, databases, software and applications.
Coordinate and direct projects, personnel, communications, user support functions and resources to meet the student 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 student technology needs.
Direct the programming, development, modification and analysis of computer systems, databases

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and applications to meet student technology needs and provide for system enhancements.
Direct user support functions concerning student 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, 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 five 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:
Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting for extended periods of time.