

SUPERVISOR, IT SERVICES MANAGEMENT

DEFINITION:

Under the direction of the assigned manager, supervises and coordinates the activities and operations of the IT services group, including technology support of the District including servers, network & telephone systems, telecommunications, system administration, network operations, helpdesk, audio visual services, web systems; coordinates the activities of assigned technical staff, with other divisions and departments; performs a variety of tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS:

This classification is distinguished from the Chief Technology Officer (CTO) in that this position focuses on operational activities and not on strategic planning or policy matters. This classification manages the staff who provide support of technologies used at the college.

ESSENTIAL DUTIES: The following duties are typical of those performed by employees in this job title; however, employees may perform other related duties, and not all duties listed are necessarily performed by each employee in the job title.

- Assumes responsibility for the technology infrastructure composed of hardware, system software, operating systems, database systems, computers, network operations, telecommunications, audio visual services and helpdesk.
- Recommends, establishes, and enforces systems standards, methods, and procedures.
- Manages and participates in the development and implementation of goals, objectives, policies and priorities for the IT services group; recommends and administers policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
- Plans, directs, coordinates, and reviews the work plan for assigned staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
- Selects, trains, motivates, and evaluates assigned technical services personnel; provides or coordinates staff training; works with employees to correct deficiencies, implements discipline and termination procedures.
- Supervises technical support services including hardware and system software installation and support, maintenance and operations of video telecommunications and telephone systems, voice mail and call accounting, local and wide area network operations and audio/visual services.
- Prioritizes projects using established criteria; determines time and cost estimates; assigns optimal resources for projects and develops project timelines; modifies resources and/or timelines as necessary and appropriate; evaluates project alternatives; prevents or resolves project problems; performs post-implementation evaluation of projects.
- Supervises and supports enterprise LAN and WAN network systems, data and system backups, and disaster recovery; specifies and negotiates acquisitions for systems, products and services; prepares and evaluates bid documents.
- Prepares and manages hardware, software or network maintenance contracts; meets with various vendor representatives; coordinates hardware and system software inventories and licenses; interprets, applies and communicates information regarding laws, regulations and District policies and procedures.

- Provides support for conducting periodic hardware, software and network audits to ensure and obtain optimal performance; makes effective use of warranties, preventive and remedial maintenance programs; assures adequate and trouble-free computer access to networked resources.
- Provides support for maintaining District data communication networks; responds to data network hardware problems as they occur; monitors data networks for excessive data traffic and responds with corrective solutions.
- Oversees the operation of the Computer Center; develops tests and maintains Computer Center disaster recovery plan and security practices.
- Supervises help desk or call center operations to provide problem reporting, resolution and tracking services; provides first level resolution; channels requests to appropriate staff; establishes and maintains trouble logs and databases of information; analyzes and summarizes information for management and planning purposes.
- Maintains operations of host computers, servers, network and other computer-related equipment; responds to problems as they occur.
- Recommends and writes internal and external computer and network user manuals; maintains a technical library of user manuals, system manuals and standard operation procedures for the efficient and effective utilization of computer and network resources.
- Evaluates and determines potential hardware products for use in the District and requirements for new technology and upgrades to current systems.
- Researches, plans and implements effective use of new technology to support District's mission, goals and objectives.
- Develops procedures for maintenance, support and disaster recovery of systems; review and inspects work related to web, database, and server operations; resolves service problems and communicates with users to determine immediate and future needs.
- Ensure District compliance with State, local, and District requirements.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Operational characteristics, services and activities of a technical support services program. Desktop computers, equipment, peripherals, operating systems and applications, database, network, and system administration functions.
- Network operating systems, architecture, and equipment.
- Video, voice and data communication concepts, protocols, standards.
- Telecommunication equipment and protocols.
- Procedures and practices of network installation, configuration, repair, maintenance.
- Configuration and interoperability of desktop computers, telephone switch, servers and end-user devices.
- Principles and practices of network installation, configuration, repair and maintenance, network operating systems, architecture and equipment.
- Structured wiring theory, components, techniques and practice.
- Configuration and interoperability of desktop computers, telephone switch, end-user stations and host computers.

- Principles, techniques and tools for effective and efficient troubleshooting and performance monitoring of computerized systems.
- Principles of supervision, training, and performance evaluation. Methods and techniques of proper phone etiquette.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.
- Local and wide area network hardware and software.
- Audio communications equipment and requirements.

Skills and Ability to:

- Supervise and participate in the management of a comprehensive database, network, and system administration environment as well as a comprehensive computer & technical support services.
- Oversee, direct, and coordinate the work of staff.
- Participate in the development and administration of goals, objectives and procedures.
- Consult with and advise interested parties on a variety of subject matter areas translating technical terms into everyday language.
- Implement data back-up, security and recovery plans.
- Select, supervise, train and evaluate staff.
- Develop effective system maintenance procedures.
- Write and orally express difficult and complex concepts clearly and concisely.
- Analyze problems in computer operations, program logic, and communications, and develop appropriate solutions.
- Demonstrate excellent time management and organizational skills.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Analyze user needs and formulate and present technical recommendations.
- Research, analyze and evaluate new service delivery methods and techniques.
- Interpret and apply federal, state and local policies, laws and regulations.
- Evaluate, test, and adapt new information processing and communications techniques.
- Plan and organize work to meet changing priorities and deadlines.
- Operate office equipment including computers and supporting word processing, spreadsheet and database applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work cooperatively and responsively with all segments of the College, District and community at large.
- Provide innovative leadership and direction to staff while participating in the achievement of the goals and priorities of the District as a whole.
- Be sensitive to all facets of the community including the needs of various groups, which comprise it.
- Successfully delegate, ensure adherence to College and District policies, practices and procedures, hold others responsible yet instill confidence among the faculty and staff.
- Exercise strong, dynamic, leadership to advance the district's mission.

- Facilitate communication and understanding of perspectives among faculty, staff, students, the community, President, and Governing board.

Other Requirements:

Must possess a valid California driver's license and have a satisfactory driving record; must be willing to work days, evenings, and weekends at on and off campus locations.

ILLUSTRATIVE EDUCATION AND EXPERIENCE:

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

A bachelor's degree from an accredited college or university with major coursework in computer science, management information systems, information technology or related field. Three years of increasingly responsible, experience in an IT department, including one year of supervisory or project management responsibility.

PHYSICAL CHARACTERISTICS:

The physical abilities involved in the performance of essential duties are:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Vision to read printed material and computer screens; speech and hearing to communicate in person and by telephone; manual dexterity to operate a computer keyboard, use small tools and move computer equipment. Environmental conditions include working under typical office conditions with exposure to dust and allergens and responding to emergency system and equipment failure. This work is performed indoors at campus computer center, in classrooms and various satellite campus locations.