

JOB DESCRIPTION



Position Title: Director of Infrastructure and Network Services

Department: Technology Services

Employment Category: Administrative Staff

Primary Location: District-wide
Based on the Sierra Vista Campus

FLSA Classification: Exempt
Remote Eligible: No

Parameters: Full-time; 12 months/year

Pay Grade: AS19

Position Summary: The Director of Infrastructure and Network Services is responsible for managing network, security, server and helpdesk support operations and staffing, and for providing leadership for the direction, planning and implementation of hardware, software, and technology service solutions supporting institutional strategies and initiatives throughout the district.

Essential Functions: As defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

Duties and Responsibilities: Within the scope of college policies and procedures, this position:
Manages operational network, server and account support teams, resources and related service contracts to improve performance, security and service delivery in support of the user community; manages server and network hardware and related application support renewals and replacements; manages software licenses including gathering quotes for renewals and assuring license usage meets contract compliance

Maintains the operation of critical servers, networks, application services and infrastructure to support business and instructional operations

Supervises, trains and evaluates staff members responsible for the delivery of technical and customer support services; provides direction, guidance, training and career enhancement opportunities; manages, monitors and assures service providers meet contractual requirements for services being provided; follows, evaluates, develops, and updates, processes and procedures to ensure compliance with college policy and regulatory requirements

Supports the college's learning platforms and student systems enhancing student success; provides knowledge supporting the application of metrics promoting continuous improvement; ensures appropriate documentation of applications, systems, and their respective usage including those associated with change management

Provides strategic input to the college application technology process and respective functions as it supports the college's strategic initiatives; works collaboratively to oversee technology initiatives that support and enhance those goals and initiatives; provides leadership, oversight and best practice input to network application user groups, and the implementation of software solutions; serves as point of contact for projects and provides status updates

Participates in the college technology audit process, including preparing documents and resources as requested or as anticipated, monitors best practices for State, Federal, and other required compliance activity; assists with budget preparation to support technology and service requirements

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Maintains technology expertise, keeping current with evolving network, security and server design, technology and innovation

Performs other related duties as assigned

General Expectations: Employees are expected to accomplish assigned duties in an efficient, effective and competent manner and to strive for improvement and excellence in all work performed. Additionally, employees must understand the comprehensive role of the community college and cooperate and work harmoniously with students, faculty and staff, and the public. Employees will follow all college policies, rules, regulations and guidelines as they relate to this position.

Education and Experience Requirements:

Bachelor's degree in a technical discipline or related field from a regionally accredited institution of higher learning recognized by the US Department of Education

Five years related experience managing technology resources to include Network, Security or Server administration and helpdesk support, including three years of supervisory experience

An equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved may be considered.

Knowledge, Skills and Abilities:

Knowledge of and ability to follow college policies and procedures

Knowledge of supervisory principles, practices and techniques

Knowledge and ability to manage network, security, server and support staff and resources

Knowledge of Network, Security or Server administration

Knowledge of Network Security best practices and frameworks

Knowledge of compliance requirements related to technology and institutional audits or ability to obtain

Knowledge of Microsoft Office suite

Knowledge of strategic planning and associated budget planning

Knowledge of current technology practices

Knowledge of budget preparation, monitoring and administration

Skill preparing, monitoring and maintaining budgets

Skill in supervisory practices and techniques

Skill communicating technical information to non-technical audiences both verbally and in writing

Skill establishing and maintaining effective working relationships with other department staff, faculty, students and the public

Skill in presenting ideas and concepts orally and in writing

Ability to manage and lead technology support departments and staff

Ability to serve as a hands-on leader in a technical environment

Ability to communicate effectively, verbally and in writing, and to relate to others in a professional, helpful manner

Ability to relate to a diverse population and to maintain composure when faced with difficult situations

Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail

Ability to work independently while contributing to team environment

Ability to effectively identify and resolve problems and to maintain strict confidentiality related to sensitive information

Ability to analyze problems, identify solutions, and take appropriate action to resolve problems using independent judgment and decision-making processes

Ability to establish and maintain effective working relationships with other department staff, faculty, students and the public

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Work Environment: Work is primarily performed under general supervision. Incumbent generally performs work in a typical office setting with appropriate climate controls. May require working evening and weekends

Physical Requirements: Essential functions of this position require: lifting, manual dexterity, ability to communicate.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body; involves sitting majority of time; walking and standing are required only occasionally and all other sedentary criteria are met

Mental Application: Utilizes memory for details, verbal instructions, emotional stability, critical thinking, adaptability and creative problem-solving skills are important

Reports to: Chief Information Officer

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.