

Job Description

JOB TITLE: Deputy Director – Technology Infrastructure and Operations

PAY GRADE: Classified Supervisory (CS)21

LAST REVISED: June 2022

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job. Additional or different duties from the ones set forth below may be required to address changing business needs/practices.

Under the direction of the Chief Technology Officer, the Deputy Director - Infrastructure and Operations performs a variety of responsible and complex duties, providing leadership, strategic direction, consultation, analysis, coordination, and guidance for college information technology activities with regard to the planning, analysis, design, installation, and maintenance of the technology infrastructure and technical operations of the college.

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff and students and values the rich diverse backgrounds that make up the campus community. The Deputy Director-Technology Infrastructure and Operations must demonstrate a profound understanding of and experience with successfully supporting individuals with varying backgrounds. This includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups to ensure the District provides strategies for success and pro-active, student-centered practices and policies committed to eliminating equity gaps.

REPRESENTATIVE DUTIES- *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provide overall vision and leadership for the college on technology infrastructure and operations, ensuring that technology solutions meet the strategic initiatives of Sierra College; develop technology roadmaps for critical technology infrastructure.
2. Collaborate with the Chief Technology Officer, administrators, faculty, and staff in setting priorities for the deployment of technology infrastructure to enable the college to achieve its objectives through the effective use of technology.
3. Supervise, direct, guide, motivate, train, and evaluate information technology department staff engaged in implementing, configuring, and maintaining the technology infrastructure.
4. Direct ITS Technical Support Services Manager, providing direction for desktop, network edge devices, and audio-visual systems.
5. Evaluate, recommend, and implement technology infrastructure standards, processes, upgrade procedures, documentation, and maintenance activities.
6. Oversee management and monitoring of all technology infrastructure facilities, including physical data centers and ITS rooms.
7. Evaluate and design technology infrastructure solutions, including, networks, servers, storage, cloud services, security, backup, and recovery; ensure new solutions integrate with existing networks and systems.

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8. Participate in the planning, development, and implementation of goals, objectives, policies, and priorities for the department; recommend departmental policy, appropriate service levels and resources; recommend and administer policies and procedures.
9. Working closely with the ITS Project Specialist, oversee large-scale technology infrastructure implementation projects, including design, implementation, integration, testing, troubleshooting, training, and final user acceptance.
10. Lead change management activities by applying processes and tools to support adoption of the changes required by a project or initiative.
11. Monitor and maintain systems security measures and procedures, meeting all relevant compliance standards.
12. Collaborate and work closely with the Manager of Information Security and ERP Infrastructure to develop security standards and procedures, including incident response plans, and assure such standards and procedures are in practice
13. Working with other ITS managers, collaborate on development of disaster recovery plans; implement, maintain, monitor, test, and verify backup and recovery systems.
14. Develop, implement, update, and ensure compliance with information technology department Program Review plans and service unit outcomes and prepare related documentation.
15. Provide support for reporting requirements such as annual and term-based submittals of the Management Information Systems (MIS) data; ensures compliance with applicable college policies, state, and federal regulations.
16. Develop, monitor, and maintain the unit's budget in collaboration with the Chief Technology Officer and prepare related reports; budget for ongoing upgrades and support necessary to sustain district needs and future growth.
17. Serve on District committees as assigned; chair multiple committees and working groups that provide direction and feedback on infrastructure and operations.
18. Explore innovations and trends in technology for institutional applicability; stay abreast of new trends and innovations in information technology and enterprise system application programs.
19. Attend and participate in professional group meetings and various committees and advisory groups and represent the college at regional and statewide meetings related to technology.
20. Manage vendor relationships including contract negotiation and compliance requirements; assist the purchasing department in the acquisition of information systems software and services.
21. Perform other related duties as assigned.

QUALIFICATIONS

Experience and Education Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Five (5) years of full-time equivalent experience working with technology infrastructure, with at least two (2) years in a management or supervisory capacity. Experience in project management, networking, systems administration, and information security is strongly preferred.

Education:

Education equivalent to a Bachelor's Degree (120 semester units) in Business Administration, management information systems (MIS), computer science, information science, or a computer related field from an accredited institution.

Desirable Qualifications:

Experience in a higher education environment.
Experience in large multi-site networks and data center management.
Experience with Microsoft Active Directory services and Azure

Experience with public cloud environments.
Experience with information security.

DEMONSTRATED KNOWLEDGE AND ABILITIES:***Position requires knowledge of:***

- Advanced knowledge of the design, installation, and maintenance of complex information systems, networks, and communication systems.
- Knowledge of technology customer support processes and operations.
- Emerging technologies in the area of infrastructure.
- Cloud-based technology and services and providers, including architecture, capabilities, and tooling.
- Information security best practices and standards.
- Current principles, practices, and standards of planning and project management, project prioritization, and resource allocation.
- Section 504 and 508 Accessibility and related standards and requirements.
- Methods to successfully support individuals with varying backgrounds, which includes persons with disabilities, various gender identities, sexual orientation, individuals from historically underrepresented communities and other groups.

Ability to:

- Use leadership and management theories and practices in carrying out daily responsibilities.
- Engage in management and creative organizational leadership.
- Develop the leadership skills of others.
- Lead, implement, and manage change.
- Perform short-and-long-range planning to be successful in interpersonal relationships and evaluate the effectiveness of programs, personnel, and relationships.
- Supervise, develop, assign, and evaluate staff for efficient operation of the department.
- Plan, develop, manage, and administer complex departmental operation budgets and contracts demonstrating knowledge of sound fiscal management principles and practices.
- Logically and realistically evaluate systems and procedures.
- Meet deadlines and expedite procedures within area of responsibility.
- Compile clear, timely, accurate written reports.
- Communicate effectively both orally and in writing with faculty, staff, and state agencies.
- Establish and maintain effective working relationships with college faculty, staff, and representatives of local, state, and federal agencies.
- Plan, organize, and manage complex purchase processes, including negotiations with vendors for hardware and software acquisitions that maximize the utilization of available resources and enhance organizational efficiency.
- Communicate with peers, subordinates, supervisors, and students in an open, honest manner and build trust among all constituencies in the District.
- Be an effective and motivational member of a team.
- Demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT - *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

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Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.