Employment Opportunity

Information Technology Service Manager
(ADM14-01)

College Web Address: www.cabrillo.edu

Initial screening of applications will begin on Tuesday, June 24, 2014; however, applications will be accepted until the position is filled.

About the Position:
Under the general direction of the Director of Information Technology, the Information Technology Service Manager assists in the management and supervision of the activities performed by the Information Technology department, including management of administrative and academic computer and technology services; plans, organizes and directs the day-to-day operations of the Information Technology (IT) department for business and instructional programs including Smart Classroom and computer lab design, and troubleshooting desktop, network, and system issues.

Position Duties and Responsibilities:

- Plans, organizes, directs and manages the day-to-day operations of College technology-related services to operating departments
- Maintains operation of desktop computers and multimedia equipment for both administrative and academic environments
- Trains, supervises and evaluates the performance of assigned staff; prioritizes and schedules assignments
- Consults with and advises management personnel regarding information management, including system capabilities and applications; updates management regarding status of repairs; recommends modifications and improvements to the user environment
- Coordinates the purchasing, maintenance, repair and installation of computer hardware; assures system security; maintains an adequate supply inventory; coordinates and selects from third party vendors as necessary
- Provides leadership for IT construction projects including network and smart classroom design using established procedures and provides equipment and systems troubleshooting, maintenance and repair
- Establishes and directs the College technology training program for business and instructional program components; determines training needs; identifies and contracts with vendors as appropriate; coordinates with applications programmers to ensure training components are anticipated
- Coordinates services with IT applications personnel to identify and resolve software problems
- Provides leadership for project teams utilizing project management skills within established procedures, guidelines, standards, and methods
- Directs the operation of service desk to provide assistance for business and instructional hardware and software problems; oversees development of databases to determine nature of recurring questions, need for training and overall operation of the system
- Provides for multi-media classroom technology including design and support; works closely with IT applications personnel and users to establish overall design and delivery system
- Participates in department planning, budgeting and staff meetings to determine priorities and needs for services, equipment and to evaluate new technology
- Consults with faculty, staff, administration and students regarding the availability and use of the telephone and telecommunications system at the College; provides for installation and maintenance of telecommunications equipment for office, classroom and other use
- Conducts periodic review evaluation of assigned programs and services
- Ensures compliance with district policy, federal and state law, and other contracts or agreements relative to area of assignment
- Participates in search and selection activities for department and college staff and faculty
- Serves on and/or chairs college committees as required or assigned
- Performs related duties as required or assigned
Required Education and Experience Qualifications:
- Bachelor's degree from an accredited college or university in computer science, management, information systems or related field
- Four years of progressively responsible experience in user support services, desktop computer support, academic technology or administration of complex systems and network.

Knowledge of:
- Systems, applications, procedures and systems applicable to an educational setting
- Principles and techniques of program planning, scheduling and related control procedures
- Principles and procedures used in systems analysis, development and design
- Characteristics and capabilities of system hardware and software
- Principles and practices of employee training, supervision and evaluation
- Technical operation of computer hardware, components and software applications
- Budget preparation and control
- Telecommunications systems

Ability to:
- Analyze desktop computer equipment hardware and software requirements and user needs
- Participate in the maintenance and design of smart classroom and associated network facilities
- Ensure proper operations of the network and systems
- Serve as a technical resource to College staff
- Participate in the development, modifications, and operation of assigned systems and equipment
- Train, supervise and evaluate the performance of assigned personnel
- Establish and implement priorities for department and staff
- Effectively communicate processes, procedures, and requirements to users
- Provide technical guidance and recommendations concerning existing applications and systems
- Maintain current knowledge of technological advances in the field
- Analyze situations accurately and adopt an effective course of action; and effectively plan and organize work
- Establish and maintain cooperative and effective working relationships with others
- Work effectively under the pressure of deadlines and other administrative demands

Desirable:
- Knowledge of project management principles, processes, and procedures
- Knowledge of strategic planning and technology using written methods
- Skill or experience with customer support with application development, networking or servers
- Demonstrated ability with changing procedures and processes in academic environment

Salary:
Full time management assignment (225-day), 12 months per year, Monday through Friday, with evenings and/or weekends as needed. Current eight-step schedule ranges from $72,405 to $101,880 annually. Classified administrators are required to join the Public Employees’ Retirement System (PERS) and as such must contribute up to 7% of their monthly salary to PERS on a pre-tax basis. Cabrillo College provides an annual doctoral stipend of $3,434 for eligible employees. Position is scheduled to begin as soon as possible, pending funding and Governing Board ratification.

Cabrillo College currently provides a benefit stipend for medical, dental, life and long-term disability insurance for employees and eligible dependents.

Application Process:
Application forms may be obtained through the Human Resources web site: http://www.cabrillo.edu/services/hr/apps.html OR at the office location noted below.

Cabrillo College, Human Resources Department
6500 Soquel Drive, Aptos, CA 95003
Phone: (831) 479-6217
OR FAX to: (831) 477-3545
To be considered, each candidate **MUST SUBMIT**:

1) Completed and signed Cabrillo College Administrative Employment Application.
2) Job-related resume.
3) Three recent job-related letters of recommendation which address the candidate’s ability to perform the duties of this position.
4) Verification of educational qualifications (*Foreign transcripts must be translated to determine equivalency to U.S. standards. Any fee for such translation is paid by the applicant*):
   - Transcripts from all colleges attended (copies are acceptable) **OR** official proof of request for transcripts. If selected, it is the responsibility of the candidate to provide official transcripts, diplomas, degrees or other documents as may be required.
5) Supplemental Application for Equivalency Determination and supporting documentation. (*This is only necessary if candidate does not possess and submit proof of specified degrees listed in minimum qualifications OR possess and submit copy of a valid lifetime credential.*)
6) A brief (not to exceed two pages) clearly identified and separately attached statement describing your training and experience in the following areas:
   - Desktop service and support including documentation of user training, processes, or procedures using different communication methods
   - Service desk operations using advanced electronic methods and procedures
   - Multi-media technology deployment promoting organization effectiveness
   - IT project management related to network, server or application design
7) Criminal History Inquiry Supplemental form.

*If any of the above materials are not submitted with your application packet, your materials will be deemed incomplete and will not be forwarded to the committee for screening.*

Please notify the Human Resources Department if you require any special accommodation(s) in meeting these requirements.

**Selection Procedure:**
Applications will be reviewed by a search committee, which will determine the applicants to invite for interviews based on appraisal of qualifications as documented by application materials submitted.

Candidates selected for employment with Cabrillo College must agree to be fingerprinted, provide current tuberculosis test results, provide proof of eligibility for employment in the United States and present a valid Social Security card upon hire.

**Application Deadline:**
Initial screening of applications will begin approximately on **Tuesday, June 24, 2014**. All completed applications received by this date will receive a full screening. However, applications will be accepted until the position is filled. (Email transmittals are not accepted.)

Cabrillo College seeks applications from all qualified individuals. It is the continuing goal of Cabrillo College to hire and retain staff that reflect the rich diversity and cultural heritage of the college district and its student body.