INFORMATION TECHNOLOGY SERVICE MANAGER

JOB DESCRIPTION

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 department for business and instructional programs including Smart Classroom and computer lab design, and troubleshooting desktop, network, and system issues. Additionally, the position provides technology training, service desk, work order processing and multi-media services; ensures proper operation of the network; trains, supervises and evaluates assigned personnel.

SCOPE

The Information Technology Service Manager, under the general direction of the Director of Information Technology, directs and manages the activities and personnel related to his/her assignment, and participates in the general governance of the College at the management level as required or assigned.

TYPICAL DUTIES AND RESPONSIBILITIES

- Plans, organizes, directs and manages the day-to-day operations of College technology-related services to operating departments (E)
- Maintains operation of desktop computers and multimedia equipment for both administrative and academic environments (E)
- Trains, supervises and evaluates the performance of assigned staff; prioritizes and schedules assignments (E)
- 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 (E)
- 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 (E)
- Provides leadership for IT construction projects including network and smart classroom design using established procedures and provides equipment and systems troubleshooting, maintenance and repair (E)
- Establishes and directs the College's 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 (E)
- Coordinates services with IT applications personnel to identify and resolve software problems (E)
- Provides leadership for project teams utilizing project management skills within established procedures, guidelines, standards, and methods (E)
- 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 (E)
TYPICAL DUTIES AND RESPONSIBILITIES (Cont’d)

- 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 (E)
- Participates in department planning, budgeting and staff meetings to determine priorities and needs for services, equipment and to evaluate new technology (E)
- 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 (E)
- Conducts periodic review evaluation of assigned programs and services (E)
- Ensures compliance with district policy, Federal and state law, and other contracts or agreements relative to area of assignment (E)
- Serves on and/or chairs college committees as required or assigned
- Participates in search and selection activities for department and college staff and faculty
- Performs related duties as required or assigned

(E)= designates essential functions

QUALIFICATIONS

Education and Experience:

- 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
Ability to: (Cont’d)

- 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

Other requirements:

- Possession of and ability to maintain a valid California driver's license and a safe driving record during the course of employment

Desirable:

- Certification as a Project Management Professional (PMP)

**AUTHORITY/RESPONSIBILITY**

The Information Technology Service Manager supervises designated classified employees within the organizational structure of the Information Technology Department.

Established:   September 8, 1997
Revised:       April 7, 2014