

**RIO HONDO COMMUNITY COLLEGE DISTRICT**  
**DIRECTOR OF INFORMATION TECHNOLOGY**

**DEFINITION**

Under general administrative direction, to provide leadership and direction; to plan, manage, and oversee the activities and operations of the Information Technology Division including telecommunications; to coordinate assigned activities with other District divisions and outside agencies; and to provide highly responsible and complex professional support to the Vice President of Finance and Business.

**SUPERVISION EXERCISED**

Exercises direct supervision over Administrators and professional, technical, and administrative support staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Provide leadership and direction and assume full management responsibility for Information Technology Division services and activities including network, system analyses, programming, hardware/software maintenance and acquisitions, cost benefit analysis, security and needs forecasting.

Manage the development and implementation of Information Technology Division goals, objectives, policies, and priorities for each assigned service area; establish, within District policy, appropriate service and staffing levels; allocate resources accordingly.

Continuously monitor and evaluate the efficiency and effectiveness of information technology service delivery methods and procedures; conduct information technology needs analysis assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement; direct the implementation of changes.

Represent the Information Technology Division to other District divisions and outside agencies; explain and interpret Information Technology Division programs, policies, and activities; negotiate and resolve sensitive, significant, and controversial issues.

Select, train, motivate, counsel, and evaluate Information Technology Division personnel; provide or coordinate staff training; work with employees to develop skills and abilities.

Plan, direct, and coordinate the Information Technology Division's work plan; meet with management staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures.

Manage and participate in the development and administration of the Information Technology

Division budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; direct the preparation of and implement budgetary adjustments as necessary.

Coordinate Information Technology Division activities with those of other divisions and outside agencies and organizations.

Provide staff assistance to the divisions; prepare and present staff reports and other necessary correspondence.

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Information Technology programs, policies, and procedures as appropriate.

Plan, organize, and direct the operations and activities of the Information Technology Division.

Supervise, monitor, and coordinate the College's voice, video, data, and satellite communications programs and other centralized computer services functions.

Develop and coordinate College-wide long and short-range plans for systems development, systems maintenance, production activities, and support services.

Provide technical advice and guidance to College Administrators, faculty, and staff on the design, installation, modification, and operation of College-based information systems projects and equipment.

Manage various aspects of information technology systems design, equipment, needs assessment, vendors, procurement through College business procedures, and contracts.

Develop and implement operating policies, procedures, and objectives for information technology and information systems expenditures for multi-faceted use by the College.

Direct and supervise the technology help desk to ensure calls for assistance are recorded, scheduled, and acted upon in a timely manner.

Oversee and direct records management to ensure critical records are sorted, maintained, copied, backed up, or archived.

Negotiate hardware, software, and service contracts with various vendors and companies.

Develop, apply, and evaluate effective approaches to implement the policies of the Rio Hondo Community College District relating to program and workforce diversity in order to fulfill the core academic mission of the District and serve its diverse community.

Provide effective leadership and direction to recruitment and retention efforts to further workforce diversity policies of the District.

Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information technology.

Promote equal opportunity and student and gender equity to effectively serve the District's diverse community.

Respond to and resolve difficult and sensitive inquiries and complaints.

Administer applicable collective bargaining agreements.

### **OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Operational characteristics, services, and activities of a comprehensive Information Technology program.

Organization and management practices as applied to the analysis and evaluation of Information Technology programs, policies, and operational needs.

Modern and complex principles and practices of Information Technology program development and administration.

Information systems and networking concepts and principles.

Infrastructure, networks, personal computers, servers, and other work station environments.

Instructional and non-instructional applications of information technology.

Principles and practices related to system audit and security.

Principles and practices of budget preparation and administration.

Principles of supervision, training, and performance evaluation.  
Pertinent Federal, State, and local laws, codes, and regulations.

Safe driving principles and practices.

#### **Skill to:**

Operate modern office equipment including computer equipment and software.

Operate a motor vehicle safely.

**Ability to:**

Provide administrative and professional leadership and direction for the Information Technology Division.

Negotiate contracts.

Plan, design, implement, and manage complex software systems.

Plan, design, and implement a data center with required hardware and software.

Develop computer operational policies and procedures.

Develop, implement, and administer goals, objectives, and procedures for providing effective and efficient Information Technology services.

Plan, organize, direct, and coordinate the work of Administrators and professional, technical, and administrative support personnel; delegate authority and responsibility.

Select, supervise, motivate, counsel, train, and evaluate staff.

Identify and respond to Information Technology issues, concerns, and needs.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of Information Technology goals.

Research, analyze, and evaluate new Information Technology service delivery methods, procedures, and techniques.

Understand major computer software program's, purpose, and operations.

Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.

Prepare clear and concise administrative and Information Technology reports.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to Information Technology programs and functions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those

contacted in the course of work.

**Minimum Qualifications:**

**Experience:**

Three years of responsible professional information technology experience.

Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students.

**Training:**

Bachelor's degree from an accredited college or university. A Master's degree is desirable.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid driver's license.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment including ability to sit, stand, walk, kneel, crouch, stoop, squat, twist, and lift 20 lbs.; ability to travel to different sites and locations.

Range: 57

**Effective Date:** May 11, 2005, March 20, 2103

**Revised Date:** February 16, 2006, March 20, 2103