

Information Technology (IT) Director

Position Title: Information Technology (IT) Director
Contract Term: 12-month
Accountable To: President
Salary: \$95,368 - \$103,542

Summary of Position: The IT Director is accountable for the technology infrastructure, IT strategic planning efforts, and all related IT programs and services for the institution's main and satellite campuses. This entails managing the deployment, monitoring, maintenance, development, training, upgrade, security, and support of all IT systems, including servers, PCs, operating systems, network hardware, telephones, software applications, and peripherals. The Director is a crucial leader who sets the direction, pace, and tone for the entire team IT. The Director provides the visionary leadership for technology-related initiatives and services that support student learning, faculty instruction, scholarship, and all college administration processes. The position serves as the resident subject matter expert in the area of information management, technology assessment, campus communication networks, and support for institutional research and planning. The Director leads the technological infrastructure for the institutions' operations, to include academic computing, delivery of curriculum via distance learning avenues, administrative computing, campus local and wide-area networking, telecommunications, media services, training and development, Help Desk services, cybersecurity practices and campus web technology.

JOB CHARACTERISTICS:

Nature of Work: The primary focus of the position is the management of the IT and telecommunications infrastructure for the College. The nature of the work is predominately administrative with technical proficiency in assessing information technology requirements and solutions. The problem-solving domain is defined by broad policies and specific objectives as stipulated by some programs or grants. The thinking challenge involves varied situations requiring analytical, interpretive, evaluative, and creative thinking. The Director has primary impact on the end results of the technology infrastructure and support services. The Director must have strong critical and creative thinking to effectively troubleshoot problems and adapt changing technologies to fit the constraints of the existing technological environment. The position requires maintaining technical currency and applying new knowledge on the job. Must be adept at making cost/benefit comparisons to ensure optimal technology solutions and purchases.

Personal Contacts: The Director works under the direction of the President and in close coordination with the IT staff. Represents the college at federal, state and local meetings or conferences. Participates in professional organizations and professional development opportunities to keep informed of current ideas, research and practices related to the position, taking a leadership role where appropriate.

Supervision Received: The Director receives limited guidance from the President due to the specialized nature of the systems, but has discretion in determining how to achieve results.

Supervision Exercised: Supervision is provided to IT staff:

RESPONSIBILITIES:

- Review the college's information technology infrastructure annually, assess technology trends, and incorporate enhancement recommendations into annual technology plan and budget proposal.

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- Develop and maintain the college's IT plan which reflects long range planning of IT and telecommunications projects required to support the college's strategic plan. Support other institutional planning activities by providing technical expertise and access to community, regional, state and national planning data of relevance.
- Support the planning activities of functional units and outside constituencies to include the development and maintenance of the following plans: Institutional Strategic Plan, Retention Plan, Distance Education Plan, and Information Technology Plan.
- Develop and maintain the academic web portal in collaboration with V.P. of Academics, Dean of CTE and faculty to support student learning and academic research and development activities.
- Develop and maintain academic computer resources which support the institution's technology plan and curriculum needs.
- Ensure the security of technology infrastructure and data. Maintaining a secure IT infrastructure and implement strong cybersecurity measures to protect institutional data, networks and student records.
- Develop and maintain decision support systems to provide timely information to support managers and supervisors involved in decision making process.
- Maintain an accessible, responsible IT support team to assist students and faculty with technical issues.
- Determine priorities of IT projects and tasks; manage staff assignments; and monitor project progress along time, cost, and quality dimensions.
- Develop and implement methods of evaluating the performance of information systems and the IT staff to ensure achievement of institutional objectives.
- Support functional departments by identifying user needs for information and technology; developing new IT and telecommunications capabilities to address needs; and institutionalizing new and revised business processes to ensure efficient and effective use of technology resources.
- Coordinate the maintenance of the campus network and all associated local area networks (LANs) to ensure smooth and continuous operations of all components. The network consists of all hubs, switches, routers, bridges, wiring, servers, printers and other peripheral equipment which are attached to or form the campus network. LAN administration duties also consist of maintaining network software applications and the electronic mail system.
- Coordinate the installation and testing of software releases and patches. Maintain the security of institutional hardware and software, including backup and recovery protocols. Manage systems and data backups in HP-SAN and clustering environment.
- Regularly update and maintain the college's IT infrastructure, including network hardware, software, and security systems to prevent system downtime and ensure optimal performance.
- Ensure an accurate and up-to-date inventory of all technology assets (hardware, installed software, equipment networks, etc.) is maintained. Assess the condition, usage and relevance of each asset to ensure that the institution's information technology assets are properly and legally managed.
- Assist in writing grants for IT.
- Ensure IT policies and procedures are written, reviewed and updated.
- Develop and deliver IT related training as needed or requested.
- Performs other duties as required.

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JOB REQUIREMENTS:

Knowledge: Position requires knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. The position requires knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems. Specifically, the position requires:

- Working knowledge with Jenzabar-One, JICS, SAN (Storage Area Networks), Cisco switches, wireless units, routers, and firewall systems. Skilled in Microsoft Windows Server environments, Linux and active Directory.
- Working knowledge of VMware, antivirus, and endpoint security solutions.
- Advance level database reports preparation know-how using Sybase Infomaker, SQL database. Firewalls and security protocols, TCP/IP, DNS, DHCP, and subnetting knowledge along with wireless and Cloud Networking knowledge.
- Understanding end-user requirements and applying customer service principles and assessing customer satisfaction are important.

Skills: Program management from a systems life cycle development framework with strong adherence to on-time delivery, cost, and quality is essential for this position. Proficiency with technical troubleshooting to resolve hardware and software related downtime on mission critical systems is critical to the position. Specifically, the position requires:

- Strong background in troubleshooting and administration of Microsoft 365, Google Admin and SQL servers.
- Excellent verbal and written communication skills are necessary for presentations, reports, and negotiations.
- The position requires analytical proficiency with assessing technology solutions, as well as creativity.
- Operations management skills are necessary to maintain operating continuity of the IT network and systems.

Abilities: The position requires the ability to organize work with attention to requirements. The ability to detect systems problems and develop creative solutions is important.

REQUIRED QUALIFICATIONS:

- Bachelor's degree in the fields of Information technology, computer science, computer information systems, management information systems, IT management, business Administration, project management.
- Minimum of 3 years' experience in information technology, system administrator, network administrator or network security.
- A minimum of two years' experience in preparing advance level database reports using Sybase Infomaker and SQL database is foundational. A minimum of two years working experience with Jenzabar One, JICS, SAN (Storage Area Networks), MS-Windows Clustering and WAN/LAN is required.
- Extensive knowledge of the principles, practices, trends, processes and procedures necessary to lead the technology services of the institution.
- Working knowledge of IT security issues, including firewalls, switches, routers, and server hardening and firewalling

PREFERRED QUALIFICATIONS:

- Experience in grant administration is beneficial.
- Fiscal management experience in developing and administering budgets and resource allocation.