Job Description

PimaCommunityCollege

Position Title: Director of IT User Services

Job Group: Information Technology   Job Level Group: Director

FLSA Status: Exempt

Position Summary:

Director, IT User Services directs the strategic planning and administration of the User Support Services unit of the PCC IT department. Provides leadership and direction to multiple teams responsible for IT service desk, end-user support, classroom, and educational technology, IT vendor management, software and hardware asset management, and IT project management. Manages multiple capital budgets and coordinates the life-cycle replacement of desktop computers and mobile devices.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Directs the activities of IT staff responsible for the operations of the User Support Services unit including planning, implementing, administering, and evaluating projects and services having impact on College services.

2. Participates as a member of the IT leadership team setting the direction for IT activities across the College.

3. Develops and manages multiple capital and operational budgets.

4. Prioritizes and assigns work; conducts performance evaluations; and, ensures staff are trained; makes hiring, termination and disciplinary recommendations.

5. Establishes, monitors, evaluates, and improves processes, procedures and standards to ensure alignment with the College mission and with IT department goals.

6. Represents the IT department in various meetings including the Deputies group, Staff Council, Academic Technology Governance group, and other locations.

7. Responds to questions from other College departments, College leadership, external institutions, and agencies regarding complex issues or policies.

8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of applicable hardware, software, and peripheral equipment relevant to assignment

2. Knowledge of computer and network operating systems

3. Knowledge of project management principles, processes, and techniques

4. Skill in budget/resource management

5. Skill in organization, coordination and management

6. Skill in people leadership and supervision

7. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills

8. Skill in positive, productive and flexible customer service

9. Ability to adapt to a rapidly changing technical environment

10. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of other supervisors/managers, including planning, assigning, scheduling and reviewing work, ensuring quality standards. Is responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for staff. Plans organizational structure and job content.

Independence of Action:

- Results are defined; employee sets own goals and determines how to accomplish results with few or no guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Information and Analytics: Allows ability to be a data leader. Provides a holistic representation of College's performance as well as data trends or issues.
- Institutional Infrastructure: Allows participation in the development of foundational aspects of the College, including the establishment of a strategic plan, financial and facilities management, accreditation, and technology planning.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Information Technology or a closely related field of study required.
- Master's degree in Computer Science or a closely related field of study preferred.
- Five (5) to eight (8) years of related IT support experience required.
- Eight plus (8+) years of related experience preferred

- Three (3) plus years of supervisory experience.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Some evening or weekend work hours
- On-call rotation duties