

# Job Description

Position Title: Director of Technical Services

Job Group: Information Technology

Job Level Group: Director

FLSA Status: Exempt

## Position Summary:

The Director of Technical Services performs technical management in coordination with other IT Directors of the College's Enterprise systems. Ensures business continuity and delivery of a scalable, high performing and highly reliable IT infrastructure through the establishment of metrics, key performance indicators (KPIs) and service level agreements (SLAs). Evaluates current systems and technologies used within the organization in comparison to technologies available in the marketplace. Assists Executive Management in deciding appropriate systems and technologies for the College.

## 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. Provides tactical leadership for new system design, project management, and strategic planning for department.
2. Defines a strategic roadmap that considers business needs and leverages new technology opportunities. Defines and maintains set of technology standards consistent with overall architectural design.
3. Performs research to stay abreast of new developments in information systems technology. Works with other IT Leadership to develop a strategy meshing new technology developments with current organizational needs.
4. Works to establish long-term needs for information systems and plan system development strategies to acquire the hardware and software the meet business/application needs.
5. Leads the department to stay current and dynamic with respect to industry and general IT best practices and policies.
6. Designs, maintains, and manages practical and evolutionary solutions for the department including management policy change, security delegation approach, project management process, and other functions that comprise the Network Operations department.
7. Creates and manages Infrastructure and Security IT budgets in coordination with other IT Leadership Performs technical management of new systems and change evaluation of existing systems.
8. Designs and oversees data centers. Designs and plans technical, implementation of the College Area Network (WAN) connecting all campuses into a cohesive system.
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of computer and network operating systems
2. Knowledge of server administration, system security, and network design
3. Knowledge of project management principles, processes, and techniques
4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Ability to adapt to a rapidly changing technical environment
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results
9. Ability to work with independently as well as in a team environment

## 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 and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

## 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 Management in Information Systems (MIS), Information Technology or a closely related field of study required.
  - Five (5) to eight (8) years of related IT Infrastructure experience required.
  - Eight plus (8+) years of related experience preferred
  - Three (3+) years of supervisory experience required
- 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 a 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