

Job Description

Position Title: Director of Virtual Support

Job Group: Academic Affairs

Job Level Group: Director

FLSA Status: Exempt

Position Summary:

The Director of Virtual Support functions as the program lead and is responsible for directing strategic planning, administration, and coordination of the College's Virtual Services and Technology Initiatives providing leadership and direction; ensuring excellence in all aspects of the operation of the programs; ensuring the Virtual Services and Technology Initiatives, programs and services align with district vision, mission and goals; and, directing and leading special projects and initiatives assigned by the Student Affairs administrative team.

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. Direct the activities of assigned programs or services to include: planning, implementing, administering, and evaluating projects and services having impact throughout the College Provide leadership and oversight for Virtual Services and serve on multiple internal workgroups (Pima Connection, Enterprise systems workgroups) and those related to external virtual enrollment partnerships
2. Supervise employees, including faculty and staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and, making hiring, termination and disciplinary recommendations
3. Advise or respond to questions from other college departments, regarding complex issues or policies impacting assigned programs, services, or operations
4. Establish, monitor, evaluate, and improve processes, procedures, and/or standards, ensuring alignment with the College mission, values, goals, objectives, initiatives, and local, state, and federal laws and regulations
5. Administer functional contract proposals and committees; manage the selection and deployment of contracts
6. Direct and supervise the collection of technical data and the preparation of a variety of complex reports, statements, and communications impacting employees, programs, grants, and service providers or vendors providing analysis and recommendations Develop, administer, and monitor budgets; implement and allocate resources following budget approval; approve expenditures Evaluate and communicate the impact of potential legal or regulatory changes affecting the College
7. Develop, plan, implement, and administer organizational goals and objectives
8. Perform other duties of a similar nature or level as required
9. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, & Abilities:

- Knowledge of business management and fiscal practices
- Knowledge and application of various instructional methodologies
- Knowledge of internal and external customer service principles and practices
- Knowledge of principles and methods for promoting programs and services
- Skill in budget/resource management
- Skill in organization, coordination and management
- Skill in people leadership and supervision
- Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
- Skill in positive, productive and flexible customer service
- Ability to adapt to a rapidly changing technical environment
- 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.

- Student Success: My position allows me the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

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

- Bachelor's degree in Higher Education, Business, Management or a closely related field of study required.
 - Master's degree in or a closely related field of study preferred.
 - Five (5) to eight (8) years of related 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
- Some evening or weekend work hours