

Director of DevOps and Learning Spaces, RTL (0668U)
8106
University of California Berkeley

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Job Title	Director of DevOps and Learning Spaces, RTL (0668U) 8106
Department	
Institution	University of California Berkeley Berkeley, California
Date Posted	Jul. 8, 2020
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Director/Manager
Academic Field(s)	Educational Services Information Technology
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Job Description

Director of DevOps and Learning Spaces, RTL (0668U) 8106
About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such

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values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [\[url=https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/\]](https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://strategicplan.berkeley.edu/guiding-values-and-principles/)Guiding Values and Principles, our [\[url=https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://diversity.berkeley.edu/principles-community\]](https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://diversity.berkeley.edu/principles-community)Principles of Community, and [\[url=https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://strategicplan.berkeley.edu/jour Strategic Plan](https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://strategicplan.berkeley.edu/jour-Strategic-Plan)[\[url=https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://strategicplan.berkeley.edu\]](https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://strategicplan.berkeley.edu).

Departmental Overview

Research, Teaching, and Learning Services (RTL) is composed of several teams providing support for instructors and researchers on the UC Berkeley campus. Each area provides leadership in their area of expertise and coordinated work including consultation, resources, tools, and projects across RTL and the broader campus community. Reporting to the Chief Academic Technology Officer (CATO) and Executive Director for Research, Teaching, and Learning (RTL), the Director of DevOps and Learning Spaces supports the UC Berkeley academic experience by identifying, implementing, and maintaining essential and innovative instructional technologies for the campus. The Director of DevOps and Learning Spaces is responsible for setting the strategic direction of campus-wide teaching and learning technologies and systems that support the 35,000 students and 2,200 faculty and instructors in their instructional needs. The Director plays a critical role in developing and working within a broader strategic framework that promotes institutional resilience through onsite, blended, and online learning environments. Alongside the CATO and other RTL leadership, the Director collaborates with senior campus administrators, other IT units, faculty, students, and colleagues across higher education to ensure that Berkeley's teaching and learning programs and infrastructure receive appropriate levels of investment and recognition. As the key strategist for academic technology implementation and development, this position is responsible for understanding current trends in the field, including publishing and presenting at relevant academic and technology conferences and meetings.

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The position oversees three major RTL units, Educational Technology Services (ETS), Projects, Development and Operations (PDO), and the Academic Innovation Studio (AIS). These units comprise all of the technical functions that support campus-wide teaching and learning services, including in-person support for faculty through the AIS, classroom technology and studio support, AV/IT engineering, AV video and events production; instructional computing labs both in-person and virtual in support of a wide range of disciplines; system architecture; application programming; user experience design; quality assurance; and DevOps/system administration including overseeing technical operations of cloud and on-premise infrastructure for units in RTL. The Director coordinates these functions to ensure that RTL delivers an innovative, robust, and resilient physical and virtual environment for campus instruction. Staff from these functions provide the technical expertise to develop, integrate, and operate core teaching and learning services, including the campus's Learning Management System, Course Evaluations, Academic Advising, Course Lecture Capture, and Video\Multimedia Production. Beyond these instructional services, RTL also supports the Campus' Museum Informatics program and provides video production services for campus events via a recharge model.

Responsibilities

Strategic Leadership Over ETS, SysOps, and Application Dev Teams

- * Develops and drives strategic policies when selecting methods, techniques, and evaluation criteria for obtaining results in educational technology for the campus.
- * Regularly works with other RTL leaders and advises senior management on matters of significance.
- * Initiates or leads change, by modifying and altering existing procedures and methods.
- * Represents and consults with key constituents such as deans and chairs, Academic Senate committees, individual faculty and students and administrative partners to assess needs and set strategic direction and opportunities.
- * Leads other senior managers to establish campus strategic plans and objectives.
- * Launches, sponsors, and staffs management of strategic technology programs that further campuswide academic and operational goals.
- * Provides infrastructure and engagement with online education through campus partnerships and subordinate managers.
- * Interacts with senior management on controversial situations, customer negotiations, or influencing and persuading other senior level managers.
- * Represents and communicates teaching, learning, and technology needs to the campus community by sponsoring forums, chairing advisory boards, and serving on appropriate campus committees.
- * Develops and stewards relationships with external funding organizations and partners to help fund and support strategic and innovation projects

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Educational Technology Services Strategic Planning and AIS Programs

- * Directs and controls the activities of ETS, Development Operations, and Academic Innovation Studio (AIS) units through several subordinate managers having overall responsibility for technical operations and ensuring the coordination of support for functional programs. Aligns units' activities and budget goals with key campus objectives.
- * Coordinates with functional departments, including campus technology services, the Library, UC Extension and Summer Session, professional schools, and the office of the CIO, to design and implement system requirements, techniques, and controls.
- * Regularly works with faculty across disciplines and with the Academic Senate as appropriate to seek advice and assess future direction for instructional technologies.
- * Oversees a comprehensive offering of in-person support for instructors through one-on-one consultations, communities of practice, and theme oriented speaker series in the AIS.
- * In collaboration with the CATO and RTL leadership, strategizes on RTL goals, projects, and programs in alignment to campus needs.

Leadership in Higher Education

- * Serves on the UC wide Educational Technology Leadership Committee
- * Plays leadership role in key IT, educational technology, and collaborative systems initiatives by sitting on higher education consortiums and boards.
- * Attends conferences and meetings to represent and present Berkeley's instructional technology and initiatives.

Required Qualifications

- * Familiarity and/or passion for the domains and trends of education technology in such areas as instructional technology, student-facing enterprise systems, teaching & learning space design
- * Demonstrated experience and success leading, managing, mentoring, coaching, and/or growing high performing educational technology and classroom technology teams
- * Must have demonstrated experience with:
 - * Overseeing software systems development approaches, e.g. user-centered design; business analysis; project management methodologies; agile frameworks, etc.
 - * Passionate advocate for service and operations best practices, e.g., IT Service Management, security and privacy
 - * Responsibility for managing complex budgets with mixed and varied funding sources

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- * Demonstrated understanding of and strategic perspective on instructor-facing support models for technology adoption and use
- * Familiarity with planning, acquisition, provisioning, and stewardship of physical computing resources and AV/IT devices/ecosystems
- * Familiarity with cloud-based models e.g., PaaS, IaaS, SaaS and vendor
- * Possesses knowledge of Information Technology principles, theories, and concepts to manage functional area(s) and provide solutions in the instructional technologies domain.
- * Requires knowledge of or ability to learn campus/higher education policies and procedures and ability to determine a course of action based on these guidelines.
- * Ability to identify, understand, and respond to the needs and concerns of the user groups in and around the campus organization and applies knowledge to better meet those needs.
- * Demonstrates ability to carry out extremely complex assignments requiring expert knowledge of key business principles and practices.
- * Exceptional communication, interpersonal, and political acumen to interact with a range of constituents - from faculty to campus and international educators and software developers
- * Commitment to the values of diversity, equity, inclusion, and belonging.
- * Demonstrated ability to set strategy and lead high performing organizations to achieve performance goals.
- * Demonstrated effectiveness in the management of constrained resources to meet organizational goals
- * Possess technical knowledge of software development in support of innovation in various areas within RTL and the campus
- * Strong understanding of and experience with instructional design methods and learning theory.
- * Experience managing complex organizations with broad impact on teaching and learning policy and practices
- * Bachelor's degree in related area and/or equivalent experience/training
- * Advanced Degree (Master's Degree, EdD, PhD) in related (Computing, Education, Information Systems) field preferred

Salary & Benefits

For information on the comprehensive benefits package offered by the University visit:

[url=https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html]https://ucnet.universityofcalifornia.edu/compensation-and-benefits/index.html

Other Information



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Open Minded approach to Diversity, Inclusion, and Belonging
Research, Teaching, and Learning believes in and fosters a workplace environment where people can bring their diverse skills, perspectives and experiences toward achieving our goals through a process of critical inquiry, discovery, innovation, while simultaneously committing to making positive contributions towards the betterment of our world.

In addition, support and amplify the campus principles:

- * We champion diversity.
- * We act with integrity.
- * We deliver.
- * We innovate.

Diversity, Inclusion, and Belonging are more than just suggestions for us. They are the guiding principles underlying how we come together, develop leaders at all levels of the organization, and create an environment that unites us. We affirm the dignity of all individuals, call upon our leaders to address critical issues with integrity and intention, respect our differences as well as our commonalities, and strive to uphold a just community free from discrimination and hate.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant see:

[url=https://apptrkr.com/get_redirect.php?id=1949981&targetURL=https://www.eeoc.gov/employers/upload/po

For the complete University of California nondiscrimination and affirmative action policy see:

[url=https://apptrkr.com/get_redirect.php?id=1949981&targetURL=http://policy.ucop.edu/doc/4000376/Nondis

To apply, visit



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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