

IT Services Lead
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=233540>

Downloaded On: Jun. 18, 2024 4:57pm

Posted Mar. 27, 2024, set to expire Jan. 28, 2025

Job Title	IT Services Lead
Department	Technology Services
Institution	South Orange County Community College District South Orange County Community College District, California
Date Posted	Mar. 27, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Job Website	https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/IT-Services-Lead_REQ11411
Apply By Email	
Job Description	

Title:IT Services Lead

Job Category:CSEA

Job Opening Date:March 26, 2024

Job Closing Date:

Location:Saddleback College

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Work Location:Mission Viejo, CA

Department:Technology Services

Pay Grade, for more information click on this link:

<https://www.socccd.edu/departments/human-resources/contracts-and-salary-schedules>

Pay Rate Type:Monthly

Work Days:Monday - Friday

Work Hours:8:00 am - 5:00 pm

Hours Per Week:40

Percentage of Employment:100%

Months of Employment:12

Salary:Annual salary starting from \$108,792 to \$120,120

Required Documents:

Resume and Cover Letter

Job Description:

Initial Screening Date: April 22, 2024

A cover letter and resume are required.

C.S.E.A. Classified Bargaining Unit Salary Range 146

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Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under direction from the appropriate level manager or administrator, oversees, functionally supervises, and participates as primary coordinator of the assigned college network, telecommunications and instructional technology delivery systems; ensures consistent and efficient information systems services to college personnel, students, and the community through the effective planning, design, implementation, modification, maintenance, monitoring, evaluation, and function of on-premises and cloud-based data networks, software applications, and related information systems services.

DISTINGUISHING CHARACTERISTICS

This is the lead level class in the Networking, Applications, and IT Systems series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and complex duties assigned to classes within this series while providing functional and technical supervision over assigned staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or reasonably related duties from those set forth below to address business needs and changing business practices.

- Oversees the design, planning, implementation, and maintenance for the college networking (wired and wireless), video, and telecommunications systems; provides technical leadership for overall computer operating systems and network architecture including design requirements, standards, protocols, and capacity planning.
- Oversees, plans, organizes, and directs the installation, configuration, modification, maintenance,

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programming and repair of networking, video, telecommunication, audio visual and instructional technology equipment and interfaces, endpoint management, databases, software applications and peripherals, providing hands on support as necessary.

- Oversees the monitoring of college network and infrastructure operations to identify problems, malfunctions and unauthorized intrusion attempts and to ensure proper integration and optimal reliability including information security, data protection, and disaster recovery.
- Leads Network Administrators, IT Systems Specialists, and Application Specialists in their roles of network administration, maintenance of user accounts, information security, backup and file systems maintenance activities, classroom technology support, and server and telecommunications system administration.
- Oversees the inventory of technology hardware and software including necessary licensing and documentation of college-wide infrastructure, including cabling, conduit and wired and wireless equipment, and maintenance records for hardware and software resources and optimizes replacement cycles.
- Assists District IT and College technology departments in developing medium and long-range technology and infrastructure plans; develops cost estimates; researches and recommends alternatives regarding operational requirements and budgetary constraints; maintains current knowledge of new technologies for potential application to District and college systems.
- Interacts with and maintains collaborative, open communication with District IT and other departments on campus, serving as liaison to the district, other colleges and worksites, providers, contractors, consultants, and vendor service technicians as necessary, in the installation and maintenance of information and data systems to ensure district-wide security and technology procedures and standards are maintained.
- Administers requests related to the college systems, databases, software applications, interfaces, report development, cloud applications, and related information systems services.
- Writes specifications, designs, and directs development of bid specifications and prepares plans to install or modify enterprise systems.
- Works with the district, faculty, staff, and student leadership to pilot new instructional technology equipment; identifies technology requirements for classrooms and instructional labs.
- Collaboratively develops standards for acquisition and support of endpoint computing hardware and software; coordinates the acquisition of endpoint computing hardware and software, and plans for the replacement and lifecycle management of endpoint, lab and classroom computers.
- Establishes information and data systems software standards, upgrade procedures and maintenance activities and cost-effective methods of data transmission to achieve the highest possible reliability and accessibility of college technology systems; evaluates the use of new transmission technologies.
- Provides technical and information assistance in support of college building projects for new

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construction and remodels, to ensure the technology needs of the project are met in a timely and cost-effective manner; ensures College and district standards and specifications adherence.

- Engages in activities to stay current with the latest releases and best practices related to, infrastructure including but not limited to server, cloud, and network systems instructional delivery systems and software advances to proactively administer these systems and provide direction for the college.
- Participates in annual budgeting and strategic planning for technology projects and equipment requests.
- Communicates district and college policy and administrative decisions to assigned staff and students.
- Oversees end-user technology training for staff and faculty.
- Ensures the successful and timely resolution of service requests by providing excellent customer service.
- Ensures compliance with local, state, and federal regulations.

Performs related duties and responsibilities as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Administration of voice and data networks (LAN/WAN/Virtual/Cloud/VoIP/Wi-Fi) in a large, complex organization.
- Information systems operating systems, infrastructure including but not limited to server, cloud, and network systems, applications, and installations in a multivendor and multiprotocol environment.
- Internet and intranet infrastructure, Wide Area Networks (WANs), Local Area Networks (LANs), wireless access points, network-attached storage, office productivity applications, email, directory services, and video distribution systems and instructional delivery systems.
- Network components including structured wiring, physical and virtual servers, load balancers, routers, switches, wireless controllers, and firewalls at both the virtual and physical medium.
- Network, video, server, and instructional delivery systems hardware and software installation, maintenance, diagnostic and troubleshooting techniques.

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- Workstations and peripherals, operational characteristics of modern operating systems.
- Programming languages and web server and application software.
- Principles of data back-up and disaster recovery.
- Principles and practices of basic data communication circuitry.
- Equipment and materials currently available for new and revised data network installations.
- Use of tools and equipment required for installation, maintenance and testing of data communication pathways and wiring.
- Cloud technologies such as IaaS, and SaaS.
- Information security systems and related modern practices around protection of data.
- Basic principles and practices of budget preparation and administration.
- Basic principles and practices of project management.
- Current office practices, procedures, methods, and computer equipment, software, and applications related to the work.
- Principles and practices used to establish and maintain files and information retrieval systems; principles and practice of recordkeeping.
- Work organization principles and practices.
- Effective written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.
- Diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students.
- Techniques for providing a high level of customer service.
- Interpersonal skills using tact, patience, and courtesy.
- Techniques to facilitate effective interaction with people on an individual or group basis.
- Confidentiality requirements when dealing with personal and sensitive student information.
- Occupational hazards and standard safety policies and procedures.
- District and College organization, operations, policies, and objectives.
- Principles and practices of providing training and guidance to lower-level staff and student workers.

Ability to:

- Analyze technical problems accurately and recommend or take an effective course of action.
- Administer the College's wireless, telephonic, local and wide area networks (LAN/WAN/Virtual/Cloud) including Internet and Intranet servers.
- Ability to conduct long-range planning.
- Plan and organize large projects requiring the involvement of several departments.
- Design or modify a variety of information and data systems and equipment.
- Make system-programming changes to network equipment and systems.

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- Install or repair various information systems components and wiring.
- Ensure optimum operation and efficiency of student and staff web-based services.
- Evaluate existing network, server, endpoint, and cloud-based needs and requests and recommend system design modifications or equipment purchases.
- Learn and understand the organization and operation of the assigned department as necessary to assume assigned responsibilities; understand, explain, and apply administrative and office policies and procedures as well as pertinent laws, regulations, and ordinances; work within the policies, functions, and requirements of area of assignment.
- Communicate clearly and concisely, both orally and in writing in English; use correct English usage, grammar, spelling, punctuation, and vocabulary; understand and follow oral and written directions in English; listen actively and effectively.
- Develop, maintain, and foster effective working relationships involving interactions and communications personally, by phone, and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis.
- Interact extensively with and respond to requests and inquiries from students, faculty, staff, and public; effectively present information in person or on the telephone to students, staff, or the public; provide excellent customer service.
- Operate office equipment including hardware, software, and devices supporting word processing, database management, and spreadsheets; type or enter data at a speed necessary for successful job performance; maintain accurate filing, record keeping, and tracking systems; apply excellent organization skills and attention to detail; compose and prepare correspondence and memoranda; maintain filing systems; prepare documentation, reports, and other written materials.
- Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.
- Work effectively under pressure with frequent interruptions and a high degree of public contact on a variety of tasks concurrently while meeting established deadlines and changing priorities; concentrate on detailed tasks for extended periods of time; work confidentially, independently, and collaboratively.
- Exercise good judgment, discretion, and personal initiative in resolving confidential, difficult, and sensitive situations, according to established policies and procedures; use sound judgment in recognizing scope of authority; maintain critical and sensitive information, records, and reports confidentially.
- Provide training and work direction to assigned staff.
- Effectively utilize computer applications and equipment in the performance of duties; adapt to changing technologies and learn functionality of new equipment and systems.
- Report to work on a regular and consistent basis, as scheduled, to assigned job.
- Maintain the cleanliness, safety, and organization of assigned area; ensure adherence to safe

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work practices and procedures; monitor activities in assigned area and enforce policies for proper use and behavior.

- Participate in trainings and meetings on-site and off-site as required.
- Occasionally work weekends/nights, as required.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in a technical field such as computer science or current certification in project management, information security, network or server infrastructure, or cloud-based technology.

Experience:

Eight years of increasingly responsible technical work experience in network service operations as a network technician and/or information systems analyst.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Work Environment:

Work is performed primarily in a standard office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, academic and classified staff, and others. At least minimal environmental controls are in place to assure health and comfort.

Physical Demands:



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Typically must sit and stand for long periods; use hands and fingers to operate a computer keyboard; remember key information and concentrate for prolonged periods; see to read all printed materials, including fine print, diagrams, schematics, computer screen and electronic displays; hear and understand voices to conduct face-to-face and telephone conversations; speak in an understandable voice with sufficient volume to be heard within a normal conversational distance, on the telephone, and when addressing groups; transport self to places necessary to perform job duties, such as meeting locations; visit and inspect technology installation sites; and move and/or carry objects weighing up to a maximum of 25 pounds.

SPECIAL COVID-19 NOTICE:

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during remote work. Thank you for your continued interest in working at the SOCCCD.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, administrators, and the communities it serves. More information can be found on our District website by visiting <https://www.socccd.edu/communications/covid-19-information>.

NOTICE TO ALL CANDIDATES FOR EMPLOYMENT:

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. SOCCCD will not sponsor any visa applications.

PLEASE NOTE:

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A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with this District will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.

Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the District to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

DISABILITY ACCOMODATIONS:

If you require special accommodations in the application and/or selection process, please notify District Human Resources at least two (2) business days prior to the Job Close Date/Initial Screening Date, by either calling (949) 582-4850 or sending an e-mail to hrintodesk@socccd.edu.

ATTENDANCE REQUIREMENT:

Report to work on a regular and consistent basis, as scheduled, to assigned job.

CAMPUS CRIME AND SAFETY AWARENESS:

Information regarding campus crime and safety awareness can be found at www.saddleback.edu or www.ivc.edu. Paper copies are available in the District Human Resources office upon request.



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DIVERSITY, EQUITY, INCLUSION, AND EQUAL EMPLOYMENT OPPORTUNITY (EEO):

The South Orange County Community College District is committed to creating an academic and work environment that fosters diversity, equity and inclusion and equal opportunity for all, and ensures that students, faculty, management and staff of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes our district a unique and special place for individuals of all backgrounds.

Our District and our colleges are looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join our District, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, administration, and community partners. In deciding whether to apply for a position with our District, you are strongly encouraged to consider whether your values align with our District's mission and goals for EEO, Diversity, Equity, and Inclusion.

SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER

Contact Information

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

Contact