Assistant Director of Technology Services
South Orange County Community College District

Job Title	Assistant Director of Technology Services
Department	Technology Services
Institution	South Orange County Community College District
	South Orange County Community College District, California
Date Posted	Apr. 18, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate/Assistant Director
Academic Field(s)	Information Technology
Job Website	https://wd5.myworkdaysite.com/en-US/recruiting/socccd/SOCCCD/job/Saddleback-College/Assistant-Director-of-Technology-Services_REQ12134
Apply By Email	
Job Description	

Title: Assistant Director of Technology Services

Job Category: Classified Administrators and Managers

Job Opening Date: April 17, 2024

Job Closing Date: May 07, 2024

Assistant Director of Technology Services
South Orange County Community College District

*Location:*Saddleback College

*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:*Starting at $126,072- $177,408 annually

Required Documents:

Resume and Cover Letter

Job Description:

Application materials must be received by 11:59 pm on 05/06/2024.

Required Documents: Must attach Resume and Cover Letter to be considered for the position.

Assistant Director of Technology Services
South Orange County Community College District

NOTICE: Employment in this position is contingent upon funding by 100% SC Redevelopment Allocation.

SUMMARY DESCRIPTION

Under the direction of the College Director of Technology Services, or designee of the President, assist in managing the college technology department operations, and assigned large college-level projects of a comprehensive technology department that includes, audio-visual and broadcast systems, along with related programs and services provided by department; and by performing the Director's duties when absent or as assigned.

To act as liaison on assigned College and District-level technology projects, including contributing to efforts relative to technology needs assessments, coordinating technology-related schedules with construction and technology schedules, providing supporting documentation; and participating in assigned District and College meetings for the planning, design, construction, implementation or remodeling of College facilities as assigned.

To foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout the District; lead by example; actively participate in and support District-wide participatory governance components and activities and other collaborative processes; encourage professional excellence among the staff and promote an organizational culture of customer service, innovation, and quality services.

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

1.   Assist the Director of Technology Services in directing the College's technology projects and/or technology center, provide College-wide technology support services related to information and assistance for users, equipment service and repair, software implementation and related development, installation and repair; network support, internet access, academic/administrative systems; technology standards and specifications; campus software licensing and technology purchasing; and provide technology support for campus and community-wide events as they relate to projects.

2.   Manage help desk operations, technology projects and serve as a central point of contact to complete end user requests in regards to problems or implementations at the desktop/workstation and networking level. Ensure all established departmental procedures are followed. Attend all technology and construction meetings and coordinate proper resources to ensure timely and correct responses to all Requests for Information (RFI) and Request for Proposal (RFP). Ensure all college standards are adhere to in all construction and technology projects.

3.   Coordinate College-level user and project implementation related support with District IT for District-wide IT services, such as voice, video, servers and data systems; direct technical staff that maintain the campus telephone and voicemail system; network systems; manage user adds, moves, changes, and telephone assignments at the College level; maintain voicemail accounts; coordinate the purchase of IT-related equipment and systems, such as complex networking systems, data systems, desktops, college servers, SAN, VDI, backup, business continuity, and audio/visual systems, and imaging systems as assigned by Director.
4.   Assist in coordinating with District IT when developing specifications for building infrastructure for voice, video network and data systems; assist in writing bid specifications and coordinating with outside vendors for the purchase and installation of voice, video, network and data systems; assist in coordinating, monitoring and evaluating the work of external contractors, ensuring the timely completion of contractual requirements; and maintain complex Cisco and other vendor networking, voice, video and data systems after installation.

5.   Work with the District Purchasing, Facilities planning, College Facilities, and other offices to develop bid documents for assigned College technology projects; and evaluate technology and broadcast systems and other equipment; and coordinate with College personnel to determine replacement needs of existing equipment.

6.   Assist in coordinating with College and contract personnel when identifying needs to ensure that the most up-to-date technology is used; represent College's technological point of view and position at assigned District and College meetings;

Assistant Director of Technology Services
South Orange County Community College District

7.   Train, supervise and evaluate the performance of assigned technical and support personnel; delegate and review assignments and projects; evaluate work products and results; establish and monitor timelines and prioritize work.

8.   Attend, collaborate and contribute, as assigned, in meetings with vendors, contractors, administrators, faculty and staff; coordinate and supervise the updating and implementation of College-level improvement projects with vendors, consultants, staff and faculty as directed; and coordinate with District Services on various services for District managed projects.

9.   Attend assigned meetings of College and District-wide committees, which may include contributing to the review of the policies and practices for providing technology services; provide College perspective relative to the parameters and criteria for project designs and College established standards; and assist in implementing design and technical standards and ensure these design and standards are adhere to.

10.   Assist in setting priorities and developing work and staffing schedules to ensure the timely and efficient operation and maintenance of College technology services and broadcast systems; assist in the implementation of the technology master plan.

11.   Assist in developing, preparing and administering project plans, definitions and scope, budgets and schedules for College and District level projects including: charts, GANTT charts, status reports, purchase orders, change orders, and payment applications; review and negotiate claims; and assist in preparing agenda items for submittal to Purchasing Department for review and for Board approval as needed.

12.   Act as the College's technology representative, as assigned, in the administration of assigned construction and technology contracts including monitoring and evaluating the work of contractors to ensure accurate payment and timely completion of contractual requirements.

13.   Maintain an effective and cooperative working relationship with all College and District Services personnel, including administration, faculty and classified personnel; provide College administrators and other District personnel with regular updates on projects and activities as requested; interact directly with College administrators with policy-level responsibility as assigned by Director.

14. Assist in planning, organizing, implementing, managing and evaluating audiovisual services provided to the College; assist in designing technical and specialized audiovisual systems in response to faculty, student and staff requirements; assist in identifying, evaluating and recommending emerging media equipment, systems, programs, applications, technologies, methodologies and uses.

15. Assist in evaluating emerging and innovative technologies and making proposals regarding their strategic use in serving the needs of students, faculty and staff; ensure innovative technologies assist the college to promote student success; represent the College, as assigned, at District Information Technology meetings; and promote the College's position related to information technology.

16. Maintain a liaison relationship with the student and faculty user community; assist in developing and implementing opportunities for students and staff to learn to use information technology systems and programs; assist in promoting new systems and services to these user communities.

17. Provide status reports of active assigned work to the Director of Technology Services as required. Provide College administrators and other District personnel with regular updates on assigned projects and activities as requested or directed.

18. Coordinate technology purchases and implementations in the College's various learning centers, libraries, such as writing and math labs; evaluate and maintain library information databases, and maintain a variety of tracking systems such as SARS Trak, and photocopier systems as needed.

19. Assist in developing and administering budgets for assigned projects; assist in forecasting future budgets requirements for technology systems, staffing, and facilities infrastructure; and assist in approving technology purchases. Ensure Fixtures, Furniture, and Equipment (FF&E) funds are budget properly to fund all technology in new construction or renovations.

20. Coordinate with outside vendors for the purchase, installation and maintenance of complex voice, video and data systems if not coordinated by District IT personnel.

21. Coordinate the complete documentation of all technical systems including configuration and change control.

22. Maintain an effective inventory system of all hardware, software, and service maintenance agreements (SMAs)

23.   Assist in providing appropriate technical solutions for designing and installing both radio and television broadcast systems as needed or assigned.

24.   Assist in recommending new broadcast and other equipment for purchase to meet good engineering practices and provide project support representing broadcast and other system design during integration.

25.   Assist in diagnosing, repairing or facilitating the repair of component level broadcast-related equipment.

26.   Perform related duties as assigned.

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:

- Applicable security mandates, rules, and regulations.
- Capital construction concepts as how they relate to technology implementations.
- Complex Cisco networking systems and operations including wireless.
- Desktop refresh, application delivery, and imaging processes.
- Design experience for digital and analog video and audio signals.
- District and College policies, procedures, organization, operations, objectives and Community College mission, functions, and participatory governance.
- Documentation standards and procedures, including public contract administration.
- Electronic access and related systems.
- Electronic industry building standards and regulations for voice, video and data installations, as well as, operation principles of voice, video and data systems.
- Familiarity with automated broadcast control systems, as well as, integration of a wide variety of audio
  and video broadcast equipment.
- Federal Communication Commission (FCC) rules and regulations.
- Modern information technology capabilities and trends.
- Operation of computers, peripherals, other office equipment and software programs, including database management, spreadsheet, word processing and specialized software.
- Oral and written communication skills, including public presentation techniques, correct English

composition, grammar, spelling and vocabulary.
- Principles, practices, procedures and operating techniques for distance learning systems, management, supervision, training, project and inventory management and record keeping.
- Principles of computer/audio/visual systems design and maintenance, data, database, data structure, imaging systems, software development, network design, and server systems design and maintenance.
- Radio transmitters, microwave links, and satellite systems.
- Security camera and related systems.
- State, local and federal laws, regulations, codes and requirements, and District policies affecting the installation, use and maintenance of information technology and related media.

Ability to:

- Analyze problems, complex situations or complex system problems accurately, identify alternative solutions, project consequences of proposed actions, adopt an effective course of action and implement recommendations.
- Apply and explain applicable District policies and federal, State, and local laws, codes and regulations.
- Assist in developing, implementing, directing and evaluating information technology services, activities and programs.
- Assure compliance with legal requirements and District policies, and college processes and procedures.
- Collect, compile and analyze data.
- Develop and manage assigned budgets.
- Encourage professional excellence among the staff and promote an organizational culture of customer service, innovation, and quality services.
- Establish and maintain cooperative and effective working relationships with those contacted in the course of work.
- Evaluate emerging technologies and assist in making recommendations relating to their use within the College that aid in the achievement of the College's goals and objectives.
- Lead and facilitate group meetings effectively.
- Maintain current knowledge of technological advances in the field.
- Participate with the District in the design, procurement and installation of approved technology projects.
- Plan, organize and direct the work of consultants and contractors; including working with construction contractors, construction superintendents, construction managers, project owners, and understand construction schematics, diagrams, and drawings, and monitor for assurance of conformance to contract requirements.

Assistant Director of Technology Services
South Orange County Community College District

- Relate and communicate clearly, concisely and effectively, both orally and in writing, with diverse constituencies including those of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy within and outside of the District.
- Represent the College as assigned at meetings with others, regarding technology and provide information and direction to others with varying levels of information technology knowledge.
- Run an effective and efficient technical help desk operation.
- Train, supervise, motivate, and evaluate the performance of assigned personnel.
- Understand and effectively and collaboratively work in a complicated multi-college environment, as well as within a system of community college districts.
- Use independent judgment, interpersonal skills including tact, patience, motivation, and diplomacy, to work effectively to achieve departmental excellence, common goals and objectives.

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:
A Bachelor's degree from an accredited college or university with major course work in engineering, computer information systems, educational technology, business administration, or closely-related field.

Experience:
At least three years of increasingly responsible work experience that demonstrates the ability to assist in directing a broad college-wide information technology program and projects, including network systems, server upgrades and replacement implementations, system upgrades, multimedia services, and at least one year of experience in directly supervising full-time technical personnel.

Preferred:
Recent evidence of continuing education in areas of information technology, engineering, business management, project management, or related area. At least three years of network management experience, and one year of large software implementation experience. Work experience managing a diverse workforce in an educational environment with participatory governance structures. Teaching experience in higher education is also desirable.

Assistant Director of Technology Services
South Orange County Community College District

Licenses, Certificates, and/or Other Requirements:
A valid California driver's license.

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:
Duties are performed primarily in an office environment at a desk or computer work station. Incumbents are subject to frequent contact in person and on the telephone with administrative, management, supervisory, academic and classified staff. Work requires travel to other offices or locations to attend conferences, meetings or conduct work.

Physical Demands:
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.

Assistant Director of Technology Services
South Orange County Community College District

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:

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 hrinfodesk@socccd.edu.

ATTENDANCE REQUIREMENT:

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

CAMPUS CRIME AND SAFETY AWARENESS:

Assistant Director of Technology Services
South Orange County Community College District

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.

EEO/AA Policy

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

,