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| **MANAGER, TECHNOLOGY SUPPORT SERVICES** |
| **Reports to:**  | Dean, Academic Information Systems |  |  |
| **Dept:** | Academic Information Systems | **Range:** | 43 |
| **FLSA:** | Exempt | **EEO:** | Executive/Administrative/ Managerial |

*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 by individual positions.*

### BASIC FUNCTION:

Under direction, plan, develop, organize and manage technical teams responsible for ensuring all student and employee-facing technology operate reliably and that technical support is responsible and efficient including all technology installations, upgrades, replacements and repairs of desktop/ peripheral/software and media-related systems; administer, purchase, maintain and replace related information technology resources; manage purchase and contract negotiations for soft­ware and hardware; provide liaison and consultation services regarding information technology resources to the District; and perform related duties as assigned.

### ESSENTIAL DUTIES & RESPONSIBILITIES:

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Plan, organize, control, integrate and evaluate the work of assigned Academic Informa­tion Systems (AIS) teams; with super­visors and staff, develop, implement and monitor work plans to achieve goals and objec­tives; contribute to the development of and monitor perform­ance against the annual Technology Support Services budget; supervise and partici­pate in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
2. Manage the performance of end-user support staff; interview and select new staff; establish perform­ance requirements and personal development targets; regularly monitor perform­ance and provide coaching for performance improvement and development, in accord­ance with district human resources policies and labor contract agreements.
3. Provide day-to-day leadership and work with staff to ensure a high-performance, service-oriented work environment that supports achieving the department’s and district’s mission, objectives and values; reassign resources when needed to meet workload and customer service priorities; assist and mentor staff on technical work issues and requirements; identi­fy and resolve conflicts in project and staff priorities; ensure customer priorities are clear and respected; monitor and track service-level performance.
4. Manage and monitor work of the employee and student help desks accountable for provid­ing responsive and high first-level quality user services and technology support for desktop and enterprise software/applications, hardware, systems and network services and problem resolution needs to all district staff and students.
5. Supervise the onsite delivery of technical assistance and support for desktop/laptop hard­ware, software, printers, peripheral equipment, server/network connectivity, mobile devices and applications, including diagnosing, troubleshooting and resolving first and second-level problems; supervise the resolution of complex desktop applications, operational and user issues and the analysis, testing, documen­tation and implementation of deployment pack­ages for new applications and software upgrades and packages.
6. Plan, organize, implement and manage the activities, services and operations of all computer labs and learning centers; ensure user support service requests are completed accurately and efficiently; confer with faculty and administrators in determining requirements for new software/hardware in open computer labs and modifications of existing software/ hardware; formulate strategies to acquire and implement solutions.
7. Test and evaluate software and hardware being considered by the district related to desktop applications; prepare reports on the utility and quality of software for faculty, staff and district committees; ensure the capability of all proposed lab software with district operating and network systems; document and enforce software standards adopted by district committees; monitor and enforce compliance with software licensing and the district’s copyright policies.
8. Manage and administer District software contracts; recommend ongoing plans of maintaining proper software licensing. Keep the District informed of changes in such policies that might impact its operation.
9. Serve as the district’s instructional technology liaison for building construction projects; participate in the design and planning of all new construction and remodel building construc­tion projects with architects, subcontractors, designers and consultants with respect to instructional technology and multimedia delivery systems.
10. Negotiate and administer vendor, outsourced and consultant contracts and service agree­ments; write RFPs for new service needs, work with current vendors to extend or modify current support contracts and work with outside consultants on various information tech­nology-related projects.
11. Manage the purchase, maintenance and replacement of district information technology resources, Instructional Technology replacements for computer labs and Audio/Video Technology replacements for the district; determine program needs and budget require­ments; plan, organize, schedule and manage faculty and staff computer replacements for the district on a staggered four-year replacement cycle; oversee the decommissioning and preparation of hardware and devices for salvage.
12. Plan, organize, implement and manage the activities, services and operations of Media Services; ensure all AV service requests are completed accurately and efficiently; plan, organize and manage all District audio and video streaming activities; formulate strategies to acquire and implement new AV technology solutions.
13. Develop and coordinate technical training for district employees including the development of materials, training methodologies and applicable meetings and workshops.

### OTHER DUTIES:

1. Participate in and assist in development of the district’s Technology Master Plan; participate in and assist in development of information technology acceptable use standards, guidelines and policies including hardware and software; participate on the district Technology Advisory Committee regarding the selection, implementation and use of computing facilities and resources.
2. In conjunction with Purchasing and Materials Management, oversee and maintain the district’s employee information technology personal purchasing program; oversee and coordinate the district hardware donation program; collaborate with Purchasing and Materials Management to regularly update acceptable standards and required criteria.
3. Serve on the district’s classroom remodel committee and provide technical input.
4. Monitor and review new technology products and technology tools; review information avail­able in industry publications and technical websites to evaluate opportunities to better meet district business, operational, productivity and technical requirements.
5. Maintain up-to-date technical knowledge by attending educational workshops, conferences, reviewing professional publications, establishing personal networks and participating in professional associations.
6. May perform specialized technical support services as needed.
7. Perform related duties as assigned.

### KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

1. Methods, practices and terminology for the operation, use, service and repair of hardware, software, peripherals and multimedia equipment for administrative, business and academic functions.
2. Digital signage, video conferencing and media production.
3. Advanced principles, practices, methods and techniques for troubleshooting and deter­mining the causes of system, computer and PC hardware problems and device errors and failures.
4. Project management.
5. Software compliance procedures and practices.
6. System integration design concepts as they relate to application design and development.
7. Characteristics, components, uses and limitations applicable to the district’s information tech­nology environment.
8. Principles and practices of public administration, including budgeting and purchasing.
9. Inventory control.
10. District functions and associated information management needs.
11. Capabilities and constraints applicable to enterprise information systems and platform operating systems.
12. Database management systems and software.
13. Principles of secure network design and integration.
14. Methods and techniques for the installation and configuration of hardware, software and peripherals.
15. Applicable federal, state and local laws, rules and regulations including OSHA rules and regulations.
16. Principles and practices of sound business communication.
17. Principles and practices of public administration, including budgeting, purchasing and main­taining public records.
18. Research methods and analysis techniques.
19. Principles and practices of effective management and supervision.
20. District human resources policies and labor contract provisions.
21. Safety policies and safe work practices applicable to the work.

### ABILITY TO:

1. Plan, organize, manage, assign, delegate, review and evaluate the work of staff engaged in providing information technology services to the district and community.
2. Build teamwork and collaboration with other AIS teams and departments to optimize results.
3. Troubleshoot complex system, hardware, software and network connectivity problems and make or recommend modifications.
4. Install and configure PCs, peripheral equipment, devices and other technology tools.
5. Prepare clear, concise and accurate program documentation and reports of work performed.
6. Establish and maintain project and production schedules and balance responsibilities for multiple projects to ensure timely, high-quality results.
7. Evaluate hardware and software for effectiveness, efficiency, and continuity with District standard.
8. Identify information and technology management issues and opportunities, analyze complex problems and alternatives and develop sound conclusions and recommendations.
9. Assess customer needs, set priorities and allocate resources to most effectively meet needs in a timely manner.
10. Perform business process analyses and reach sound, logical conclusions regarding user needs and business requirements.
11. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
12. Organize, set priorities and exercise expert independent judgment within areas of responsibility.
13. Develop and implement appropriate procedures and controls.
14. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
15. Communicate effectively, both orally and in writing.
16. Understand, interpret, explain and apply applicable laws, codes and ordinances.
17. Represent the district effectively in dealings with vendors, other community colleges and industry groups.
18. Present proposals and recommendations clearly, logically and persuasively.
19. Operate a computer and standard business software.
20. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
21. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.
22. Establish and maintain effective working relationships with all those encountered in the course of work.

### EDUCATION AND EXPERIENCE:

### Graduation from an accredited four-year college or university with a bachelor’s degree in management information systems, computer science, business administration, engineering or a closely related field, and at least six years of progressively responsible experience in academic computing, user support services or in the development of information systems, at least two of which were at a project management or supervisory level; or an equivalent combination of training and experience. Experience in an academic environment is preferable.

### LICENSES AND OTHER REQUIREMENTS:

A valid California driver’s license and the ability to maintain insurability under the district’s vehicle insurance program.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:**

Technical Support Analyst, Media Services Technicians and Assistants, Videographer, Instructional Computer Lab Supervisors, Instructional Computer Lab Assistants, Employee and Student Helpdesk Technicians, student workers and vendors/contractors as required.

**CONTACTS:**

Administrators, faculty, staff, various service providers, vendors, contractors and other com­munity college IT managers and staff.

**PHYSICAL EFFORT:**

*The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

**EMOTIONAL EFFORT:**

Ability to develop and maintain 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; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

**WORKING CONDITIONS:**

Primarily business office environment; subject to frequent public contact and inter­ruption; inter­mittent exposure to individuals acting in a disagreeable fashion. May work at any district location or authorized facility during day and/or evening hours with occasional evenings and/or week­ends on an as-needed basis. Occasional local travel may be requested.