

**DIRECTOR TECHNOLOGY INFRASTRUCTURE
AND SUPPORT SERVICES**

CLASS SUMMARY

Under general direction – manages and coordinates the district IT infrastructure, including network and system services; oversees the ITS helpdesk and supervises Network, Security, Helpdesk and Technical Specialist staff; designs, implements, and manages local- and wide-area networks, fiber backbone, wireless network, virtual servers, cable plant, Voice over IP phone system, video surveillance system, virtual services, remote access, email system, storage area networks, backup and disaster recovery services; evaluates and improves operating performance and cybersecurity posture; assumes and performs related duties and responsibilities as required.

REPRESENTATIVE DUTIES

Manages and monitors technology infrastructure districtwide; assigns, trains, evaluates and supervises staff; leads ITS cybersecurity initiatives districtwide; coordinates network and district standard activities with campus academic technology staff; schedules and assures the maintenance of desktop and mobile computers, printers, tablets, software and network equipment to maintain proper operation; organizes work schedules to meet project timelines; monitors ITS helpdesk operations and escalations of service requests to various support teams including application and web development, infrastructure and academic support, as well as ITS Directors when appropriate; acts as liaison in providing information to administrative personnel and faculty; participates in Facility Planning master planning and construction projects to help design IT infrastructure; supervises staff training, technical support schedules and operating policies, procedures, and controls; ensures documentation is regularly updated; manages Local Area Network of over 75 physical buildings using various network equipment and resources; manages Wide Area Network of five main physical locations and multiple other interconnected sites using various network equipment and resources to ensure availability, capacity and redundancy; organizes backup activities to ensure accurate and timely recovery; manages software tools, equipment, and staff activity to optimize network traffic bandwidth, secure network access, host virtual servers for large-scale campus-specific & instructional applications and other production systems; supports districtwide services and systems including VoIP, wireless networks, email and disaster recovery processes.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the designated administrator.

**DIRECTOR, TECHNOLOGY INFRASTRUCTURE
AND SUPPORT SERVICES CONT'D**

DESIRABLE QUALIFICATION GUIDE

Training and Experience Bachelor's degree or equivalent, with 5 years experience in supervisory capacity in a technology services environment and 5 years in a network and/or system administration role.

Knowledge and Abilities

Knowledge of server and network management technologies. Knowledge of information technology security standards and requirements, trends and tools. Understanding of helpdesk operations and customer service focus. Knowledge of architecture, design, implementation, operation, and use of Wide Area, Local Area, Wireless and Storage Area Networks. Firsthand experience with design and deployment of a fiber optic backbone and riser layouts. Extensive experience in major vendor core and edge networking equipment and technology, such as VLAN Trunks, Link Aggregation, Fabrics, OSPF, and BGP Routing. In addition, demonstrate recent experience in learning different vendor's network equipment and technology. Require comprehension of and experience with industry best practices relating to successful disaster recovery planning, and mechanisms for protecting virtual and physical servers, along with SAN storage. . Knowledge of management principles, evaluation, scheduling, supervision, and training techniques geared toward the creation of an effective, efficient, cohesive work environment. The ability to stay current on cutting edge computer hardware, software, network equipment and procedures, as well as identifying, researching, evaluating, and implementing new technology. Experience with developing and implementing standard operating procedures, and resolving large scale technical issues related to network infrastructure, hardware and software. The ability to establish and maintain effective working relationships with staff, faculty, clients and vendors. Demonstrated competence in interpreting hardware and software documentation, as well as skillful, accurate, and articulate preparation of reports and data. Exhibit proficiency in clear and concise verbal and written communication.

Physical Requirements

Ability to use a computer workstation throughout the workday.