

MANAGER, COLLEGE INFORMATION SYSTEMS

DEFINITION

Plans, coordinates and manages the installation, performance, maintenance, training, and usage of all information technology activities of a college, including implementation of business and instructional systems software, operation of the college's voice, video, storage, and data networks, provision of customer service, provision of media resources (A/V), development of user guides, electronic equipment repairs, and on-site technical support.

TYPICAL DUTIES

Directs the work of a technical staff engaged in the study, design, implementation, and maintenance of complex information technology systems including voice, video, storage, and data networks—and applications at a college.

Strategically plans, organizes, and coordinates a wide variety of program development and implementation of information technology activities to meet the needs of the college.

Provides leadership and consults with administrators, faculty, and staff to determine information and telecommunication systems requirements, specifications, and priorities of new projects, or system redesigns, and discusses systems capacity and equipment or software acquisitions.

Consults with administrators, oversight committees, and end users in the strategic development of comprehensive information technology and telecommunications plans for the college.

Coordinates the development, implementation and enforcement of security policies and practices for the college's voice and data networks as well as maintenance of telecommunications equipment, data and power backup tools, and outside connection resources used in conjunction with the network.

Plans and provides training and support to end users, such as students, staff, administrators, and/or faculty in the use of personal computers, PC-based software packages, and programmed applications operating on personal computers, voice, video, storage, and data networks, mini/mainframe computers, and telephone system equipment.

Coordinates and participates in training classes and workshops in computer-related technical subjects and identifies employees to be targeted for participation in end user training; evaluates end user training programs to determine their quality and effectiveness.

Advises administrators on the value of end user training in increasing employee productivity and solving the problem of employee under utilization.

Reviews special programs and develops databases to automate tasks and enhance ease of use.

Confers with representatives of professional training associations, educational institutions, and private industry for the purpose of identifying information technology training needs and opportunities for District employees.

Develops and manages the budget and all purchasing for the department.

Interprets college computing services' policies, procedures, priorities and services in the presence of conflicting user needs and demands.

## TYPICAL DUTIES (Cont.)

- Evaluates technological advances and develops methods and procedures to upgrade hardware/software: oversees the upgrading of hardware such as adding additional memory, increasing hard disc capacity and improving performance, as new products come on the market and prove their usefulness; develops standards and recommends the purchase of hardware/software for final approval.
- Analyses work flow and subordinates' work assignments to determine appropriate organizational alignment and staffing; trains and evaluates personnel in the proper performance of duties, safe, and efficient methods and practices, and appropriate care and use of equipment and supplies.
- Prepares and makes presentations to various small and large groups or committees.
- Directs the testing of hardware/software to assure its compatibility with existing or planned voice and data networks before release to users.
- Directs the setting up and maintenance of user profiles for voice and data networks, including access rights, resource allocation, log-in script/password, and electronic/voice mail.
- Plans, organizes, and coordinates help desk services at a college.
- Plans, organizes, and coordinates the telephone operations of a college.
- Plans, organizes, and coordinates the instructional media (A/V) services at a college.
- Plans, organizes, and coordinates the electronic equipment repair services at a college.
- Coordinates the maintenance of network resource statistics, such as space and memory usage.
- Explains the capabilities of and demonstrates the use of computers and ancillary equipment in computer laboratories and computer training rooms.
- Confers with personnel in the Office of Information Technology at the District Office as well as vendors and consultants on technical problems.
- Reviews user-oriented documentation, including condensed write-ups simplifying technical manuals for commonly used software.
- Researches emerging technologies and applications and recommends acquisitions as appropriate in light of cost/benefit concerns.
- May serve as the technical advisor to the College President on matters related to information technology.
- Performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS

A **Manager, College Information Systems**, plans, coordinates and manages the installation, performance, maintenance, training, and usage of all information technology activities of a college including implementation of business and instructional systems software, operation of the college's voice, video, storage, and data networks, provision of customer service, provision of media resources (A/V), development of user guides, electronic equipment repairs, and on-site technical support.

A **Senior Computer and Network Support Specialist** designs, implements, and administers local area network(s) at a college or the District Office.

A **Computer and Network Support Specialist** provides technical support in the maintenance and operation of local area networks and uses the full capabilities of a wide range of computer hardware and software to design and implement information processing, reporting, control and management systems for a major organizational unit at a college or the District Office.

## SUPERVISION

General supervision is received from the College President or a classified or academic administrator. Technical assistance is received from personnel of the Office of Information Technology at the District Office. General supervision is exercised over assigned information technology technical employees at a college.

## CLASS QUALIFICATIONS

### Knowledge of:

State of the art theories, techniques, and methods of information systems management and educational information technology  
Principles of design, development, implementation, and operation of voice, video, storage, and data networks  
Network security and access control  
Capabilities of data network servers, local area networks, telephone switches and networks, video conferencing systems, and personal computers  
Data and voice communication concepts  
Computer protocols and documentation systems  
Systems analysis and assessment of alternative solutions  
Data base programs such as Rdb, Oracle, DB2, Access, SQL Server, etc.  
Programming languages such as C, C++, Visual Basic, Java, Oracle Developer, etc.  
WEB authoring tools such as Front Page or HTML  
Principles and techniques of budgeting and financial management  
English usage, punctuation and spelling  
Principles of organization, management, and work simplification  
Basic principles of contract law, public purchasing, research, cost analysis and control, budgeting, accounting, and personnel administration  
Principles of supervision and training

### Ability to:

Directs the work of technical staff engaged in the study, design, and implementation of complex information technology and telecommunications systems and applications at a college  
Provide leadership and direction to the information technology services of a college  
Make decisions and be held accountable for the results  
Analyze complex technical and administrative information to identify relevant concerns and recognize alternatives and to formulate logical and objective conclusions  
Synthesize facts and concepts which affect systems and procedures  
Estimate project requirements and organize resources to meet goals and deadlines  
Develop and recommend modifications to software/hardware, staffing, budget, program dimensions and boundaries  
Perform instructional analysis to design instructional materials and workshops to meet requirements and to perform evaluations as a follow-up to insure user requirements have been met  
Prepare concise technical documentation

## Ability to (Cont.)

- Operate computer equipment, using a variety of software, such as spreadsheets, word processors, project scheduling tools, databases, etc
- Scan computer technology trade papers and periodicals for changes in technology may be incorporated into the college computing, A/V, and telecommunications environments
- Communicate effectively complex technical concepts both orally and in writing
- Work independently and in a team-oriented environment
- Write clear and precise technical procedures and documentation for system operations and configuration
- Train computer and telecommunication users effectively
- Establish and maintain effective and cooperative working relationships with administrators, computer users, college staff, students, technical staff from the Office of Information Technology at the District Office, vendors and consultants
- Learn the characteristics of new systems and equipment and update technical skills to adapt to changing technology

## ENTRANCE QUALIFICATIONS

### Education and Experience:

Graduation from a recognized four-year college or university, preferably with a major in computer information systems, computer science, management information systems, computer engineering, or a closely related field. A master's degree in one of the aforementioned majors may be substituted for one year of the non-supervisory experience.

### **AND**

Four years of recent, full-time, paid experience in information systems design, information systems development, network administration, and computer applications training. Two years of the required experience must have been in a supervisory capacity. Specific experience with current technology related to the instructional process is highly desirable.

A current certification as a Project Management Professional (PMI) is desirable.

### Special:

A valid Class "C" California driver's license.  
Access to an automobile.