

IMPERIAL COMMUNITY COLLEGE DISTRICT

CLASS TITLE: DIRECTOR OF TECHNICAL SERVICES

BASIC FUNCTION:

Under the general direction of an assigned supervisor, the Director of Technical Services is responsible for all technical services relating to the utilization of computers, telephone systems, networking, and other information technology resources. This position performs a wide variety of highly specialized functions with respect to computer/communications networks and devices, network topology, computer hardware and software in local and wide area networks, including Internet/Intranet services. The Director of Technical Services must ensure support for Windows, Macintosh and UNIX systems. Responsibilities include the supervision of assigned staff and the management of critical systems. The Director of Technical Services must collaborate effectively with members of the information systems staff and others in order to provide the college community with effective systems and services.

REPRESENTATIVE DUTIES:

The responsibilities of the Director of Technical Services will develop in a manner that is consistent with the evolution of information technology. The position requires hands-on experience along with the ability to organize, train, and manage a team of technical support personnel. Currently, the responsibilities include the following:

Thoroughly organize, document and assign tasks to be performed and prepare required management reports.

Manage the installation, testing, troubleshooting and configuration of hardware, including desktop computers, peripherals, and network/telecommunications equipment (e.g., routers, switches).

Manage the installation, troubleshooting, and maintenance of a variety of application, Internet/Intranet, and network/telecommunications software on workstations, telecommunications/network devices, and file servers.

Maintain network system security, system network menu systems, software metering, virus detection and eradication, batch/script files, and diagnostic software on the network and communications equipment.

Maintain secure network system backup and restore procedures, including secure offsite storage of backup media.

Coordinate warranty and major repairs according to District policy.

Monitor and optimize network performance and utilization; monitor usage including adding and modifying network users; generate reports related to performance and usage.

Maximize system security with software tools and physical security devices.

Perform data analysis and solve complex problems.

Collaborate with administrators, faculty, staff, students and vendors.

Maintain support telecommunications systems and voice mail systems.

Work with vendors with respect to installation, support, and maintenance issues.

Design and implement computer labs, including software and network configurations.

Establish computer lab cloning methodologies.

Evaluate hardware, software, and networking equipment; determine needs and make recommendations.

Design network topology including hardware, software, LAN/WAN, and Internet/Intranet components.

Provide after-hours support including on-call and on-call-on-site response.

Ensure desktop computer and network security.

Manage software installations, application software configurations, and ensure proper licensed use.

Comply with District policies with respect to copyright laws.

Monitor necessary parts supplies for computers and network devices.

Diagnose and resolve network hardware and software problems.

Manage hardware and software support

Maintain a support library of manuals, software and other materials.

Manage print servers and other shared peripheral hardware.

Manage the installation and configuration of new workstations and stand-alone computers.

Maintain network cards, cables, hubs, and other network equipment.

Participate in committee discussions; attend technical support meetings and related events.

Develop, implement, and enhance day-to-day technical services.

Supervise technicians.

Recruit, hire, train, schedule, and supervisor student workers as needed.

Work with project teams consisting of student workers, faculty, department chairs, and lab technicians.

Other related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Ethernet, TCP/IP, DNS, DHCP and other networking technologies.

Accessibility software, hardware, issues for students with disabilities, including the web, applications software, operating systems, physical access to labs, physical access/use of technology.

MS Exchange.

Personal productivity systems (e.g., email)

UNIX, Windows NT, Windows 2000 system administration.

Project management.

Principles, practices and procedures to support computers, computer laboratories, and computer networking and telecommunications.

Network principles, practices, procedures and protocols.

Capabilities and limits of computer equipment and software.

Extensive knowledge of LAN/WAN topology, protocol, security and specifications.

Enterprise database technologies (e.g., Oracle, SQL Server).

Data center operations.

Knowledge of communications and security equipment installation, programming, support, maintenance and specifications.

Safety regulations involving computers and other electrical equipment.

Technical understanding of digital electronics and hardware diagnostics.

Working knowledge of several programming languages, HTML, operating systems, application software including Office, browser/email and graphics software, batch/script file systems, and menuing languages.

Telephony and voice mail.

Security management.

English usage, grammar, spelling, punctuation and vocabulary.

Ability to:

Install personal computer and communications systems, peripheral equipment, network systems and equipment, and appropriate cabling hubs, switches and routers.

Operate a variety of tools including network management systems, fiber/copper/ cable testers, ladders, drills, and other hand and power tools.

Design and implement secure and accessible networked computer systems and related equipment.

Monitor and administer telecommunications systems.

Identify and resolve security issues.

Identify and resolve network performance issues.

Perform, Windows, Macintosh, UNIX, networking software and operating systems hardware and software installations.

Work from and maintain drawings, specifications, plans and charts.

Maintain currency of qualifications for area of assignment.

Prepare and maintain a variety of records and reports.

Plan and organize work.

Read, interpret, apply and explain codes, rules, regulations, policies and procedures.

Plan expenditures for hardware and software for District-wide use.

Analyze complex data and reach sound, defensible conclusions.

Work cooperatively with others.

Supervise and evaluate the performance of assigned staff.

Communicate with a diverse user base, including students with disabilities.

Communicate effectively both orally and in writing.

Work independently with little direction.

Meet schedules, timelines and deadlines.

Creatively solve problems.

Maintain a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students.

EDUCATION AND EXPERIENCE: A.A. degree in computer science or related field, or equivalent experience with an emphasis on computing and networking. Two years of experience with enterprise network management, technical support operations, and enterprise system administration.

LICENSE REQUIREMENTS: Valid California Driver's License.

WORKING CONDITIONS: Duties are primarily performed in an office environment while sitting at a computer terminal or while discussing issues with college personnel in a meeting room environment. Incumbents are subject to frequent contact with District and campus staff and administrators, and demanding project timelines. Exposure to frequent noise from computer operations; subject to working outside in inclement weather; subject to working around high voltage, attics, crawl spaces, cramped and awkwardly configured workstations and in poorly-lighted areas.

PHYSICAL DEMANDS: Eyesight corrected or uncorrected sufficient to read fine print. Speech sufficient to speak in an articulate and understandable manner. Hearing sufficient with or without the use of a hearing aid to hear telephone conversation. Able to sit for extended periods of time. Able to stand for long periods of time; manual dexterity and coordination sufficient to operate information technology equipment; use hands and fingers to finger, handle, or feel objects, a keyboard or other repair equipment, office machines, tools or controls; reach with hands and arms, bend, stoop, kneel or crouch; able to lift, move and transport boxes that contain equipment and supplies and computer equipment weighing up to 50 pounds; drive to various off-campus District locations to conduct work.