

**RIVERSIDE COMMUNITY COLLEGE DISTRICT**  
**ASSISTANT DIRECTOR, DISTRICT TECHNOLOGY SUPPORT SERVICES**

**BASIC FUNCTION:** Under the supervision of the Associate Vice Chancellor, Information Technology and Learning Services or appropriate administrator, provides operational and strategic leadership for technology support services, planning, and resource allocation across the District; ensures the integrity of technological resources to the classrooms, laboratories, and District offices, including support of audio-visual and media services.

**SUPERVISORY RESPONSIBILITIES:** Supervises and directs classified employees across the District.

**REPRESENTATIVE DUTIES:** The duties listed below are only intended 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. Provides District-wide technical leadership in media services, computer labs, and office technology.
2. Collaborates with personnel across the colleges and the District to ensure the successful functionality of instructional and office technology.
3. Serves as the primary technical contact for technology support services across the District; works with stakeholders and IT subject matter experts for issue resolution and/or technology solution implementation.
4. Supports District technology inventory management by maintaining a District-wide inventory of technology hardware, software, and personnel requirements; provides inventory reports and/or information to stakeholders and District IT management.
5. Assists in the development and annual update of the District Technology Plan and Technology Standards; analyzes stakeholder needs and works with college and District IT management to recommend existing or new services/products.
6. Proposes and administers the District budget for technology support services based on stakeholder needs and strategic planning initiatives.
7. Establishes and assigns all District-wide projects related to technology support services.
8. Keeps abreast of developments and trends in technology in the higher education environment; in consultation with other District and college personnel, coordinates the planning and implementation of new and existing technology resources, projects, and services.
9. Serves on appropriate District and college committees; may stand in for District IT management as directed.
10. Maintains an understanding of current ideas, research, and practices pertaining to the areas of responsibility for this position through continued study and participation in professional organizations.
11. Participates in local, regional, and state activities to promote the Riverside Community College District.
12. Serves as a member of the District Management Leadership Association.
13. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

**QUALIFICATIONS:**

**Knowledge Of:**

1. Functions, policies, rules, and regulations of a higher education district.
2. Instructional media technology.
3. Information technology standards.

4. Budget development.
5. State and federal regulations.

**Ability To:**

1. Learn new technologies quickly, understand and carry out instructions, prioritize work, and communicate effectively across the District.
2. Utilize best practices in District inventory management.
3. Effectively manage the technology budget across competing stakeholder requests and requirements.
4. Collaborate with District IT management and staff to resolve technology issues in a timely fashion.
5. Perform project management techniques and best practices in technology solution planning and implementation.
6. Coordinate the work of project teams to complete tasks and achieve milestones in a timely manner.
7. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic disability, and ethnic backgrounds of students, staff, and the community.

**Education and Experience:** A bachelor's degree from an accredited institution in information technology, educational/instructional technology, or a related field and three years of experience in higher education information technologies and information systems, including one year of experience supervising staff engaged in resolving technology issues and/or performing project management of technology solutions; or an equivalent combination of education, training, and/or experience.

A master's degree is preferred.

**Licenses and Certifications:** a valid driver's license and proof of insurability may be required to drive District or personal vehicle.

**PHYSICAL DEMANDS:**

Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 15 pounds. Employees in this position will be required to travel.

The functions of this classification must be performed by the incumbents with or without reasonable accommodations.

**ENVIRONMENTAL CONDITIONS**

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employee may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

**Contacts:** Co-workers, Presidents, Chancellor, Vice-Chancellors, Vice Presidents, Deans, Department Chairs, and faculty across the district.

**Working Conditions:** Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.