

RIVERSIDE COMMUNITY COLLEGE DISTRICT
Classified Management Position Description

JOB TITLE: Manager, Technology Support Services

BASIC FUNCTION: Under the supervision of the area Vice President, provides operational and strategic leadership for technology support services, planning, and resource allocation including management of the College's website content and new media communications resources. Facilitate the delivery of services to insure the integrity of technological resources to the classrooms, laboratories, and offices.

SUPERVISORY RESPONSIBILITIES: Supervises and directs classified employees.

REPRESENTATIVE DUTIES:

1. Provides technical leadership in the areas of media services, computer labs, and office technology.
2. Collaborate with college and district personnel to implement strategies for successful functionality of instructional and office technology and related services.
3. Serves as the primary contact person and represents the College's best interest relative to technology support services, including Web Development.
4. Provide coordination of and facilitates professional development in instructional media methodologies that support instruction and non-teaching office technology including web-based applications to manage web content in an efficient and timely manner.
5. Will maintain an inventory of technology hardware, software, and personnel requirements for technical support services.
6. Assist in the development and annual update of the Technology Plan and Technology Standards.
7. Proposes and administers the budget for technology support services.
8. Establishes and assigns all projects related to technology support services.
9. Keeps abreast of developments and trends in web-based technology and audio-visual presentation systems in the college environment.
10. In consultation with other college and district personnel coordinates the planning and implementation of new and existing technology resources, projects and services.
11. Serves on the appropriate college committees, co-chairs the Technology Resources Advisory Group and is a member of the District Information Technology Strategy Council.
12. Provides leadership and oversees the development, conceptual and technical design, and strategic function of the College's websites for internal and external communications purposes; participates in the District and College Web Advisory Committees.
13. Ensures that Web-based accessibility standards (Federal, State, and District) for the disabled are met.
14. In coordination with the District, develops and maintains the Microsoft SharePoint infrastructure.
15. 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.
16. Participates in local, regional, and state activities to promote the Riverside Community College District and the community college movement.
17. Performs other related duties as assigned.
18. Serves as a member of the Management Leadership Association.

QUALIFICATIONS

Education: Bachelor's degree in Information Technology, Web Development, Educational/Instructional Technology, or related communications field is required. Master's degree is preferred.

Experience: A minimum of three years' experience in higher education information technologies, information systems, and web development and maintenance are required. Community college experience is preferred.

Licenses/Certifications Required: None.

Knowledge Of: functions, policies, rules, and regulations of a higher education institute; HTML and graphics development tools, programming methodology and maintenance issues; instructional media technology, web-based design and database administration; information technology (including industry standards), media services, budget development, and State and Federal regulations.

ABILITY TO: learn new technologies quickly; understand and independently carry out oral and written instructions; prioritize work assignments; and communicate effectively with administrators, faculty members, employees, students and the public.

Other: Must show evidence of sensitivity and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students (E.C. 87360a).

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

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.