

RIVERSIDE COMMUNITY COLLEGE DISTRICT
ASSISTANT DIRECTOR, NETWORK SERVICES

BASIC FUNCTION

Provides day-to-day operational and strategic leadership for network infrastructure, servers and systems, project planning and management, and resource allocation across the District; ensures the reliability, operational excellence, and maintenance of the District's connectivity and server infrastructure.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director, Information Technology Infrastructure & Systems or the appropriate administrator. Supervises and directs classified professionals, temporary workers, and contractors working across the District.

CLASS CHARACTERISTICS

This classification is responsible for overseeing and directing the work of staff responsible for the District's network infrastructure. Work is performed independently, with tasks and assignments performed based on needs across the District, as well as based on strategic planning activities related to network infrastructure management.

EXAMPLES OF TYPICAL JOB FUNCTIONS:

1. Provides District-wide technical leadership in network infrastructure, telecommunications, and cloud, virtual, and physical servers and systems; develops and implements network design/infrastructure upgrades and expansion.
2. Collaborates with personnel across the colleges and the District to ensure reliable and enterprise level network connectivity for instructional and administrative use.
3. Serves as the primary technical contact for network services across the District; works with stakeholders and IT subject matter experts for issue resolution and/or technology solution implementation.
4. Oversees network infrastructure interests in construction and remodeling projects; collaborates with Facilities departments, architects, and contractors to ensure connectivity needs and standards are met.
5. Ensures system configurations align with cybersecurity policies and best practices; monitors and conducts periodic audits of systems for security compliance; and maintains patch management and ensures that updates are applied as soon as is feasible to ensure the security of the District's network and server infrastructure.
6. 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.
7. 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.
8. Assists in the development of the District budget for network and server infrastructure based on District needs and strategic planning initiatives.
9. Establishes and assigns District-wide projects related to network, telecommunication, server, and system needs.
10. 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.
11. Serves on appropriate District and college committees; may stand in for District IT management as directed.
12. 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.
13. Maintains a friendly and supportive atmosphere for students, employees, and the public.
14. 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 institution.
2. Network and server infrastructure, cloud systems, and telecommunication services.
3. Information technology and cabling infrastructure standards.
4. Information security.
5. Budget development.
6. 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 in information technology, educational/instructional technology, or a related field and three (3) years of experience in information technology, networking, and/or systems, including one year of supervisory experience in resolving network and systems 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. Experience in educational institutions is also preferred.

Licenses and Certifications:

A valid driver's license and proof of insurability may be required to drive District or personal vehicle. Industry recognized certifications are preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and close to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 25 pounds.

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.