

August 2018
FLSA: EXEMPT
SALARY: GRADE X
CBA DESIGNATION: CLASSIFIED MANAGEMENT

RIVERSIDE COMMUNITY COLLEGE DISTRICT
DIRECTOR, INFORMATION TECHNOLOGY INFRASTRUCTURE & SYSTEMS

BASIC FUNCTION: Under the direction of the Associate Vice Chancellor of Information Technology and Learning Services, the Director, Information Technology Infrastructure and Systems is responsible for planning, organizing, evaluating, and directing a District-wide network infrastructure and systems to ensure continuity of service for internal and external District community, including technical support, disaster recovery, and emergency communications.

SUPERVISORY RESPONSIBILITIES: Supervises, evaluates and directs the activities of assigned staff.

REPRESENTATIVE DUTIES:

The duties listed below are intended only 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. Directs the Infrastructure and Systems group to ensure reliable and efficient operation of assigned systems District-wide network systems and provides project management and direction to internal staff, committees, and contracted services to ensure adherence to technical standards and District policies.
2. Designs and implements network design/infrastructure upgrades and expansion; develops and maintains infrastructure documentation and inventory of all information technology infrastructure.
3. Develops detailed implementation plans for data network hardware and software expansion and upgrade to support user requirements and data network security protocols.
4. Coordinates network monitoring activities for data communications such as server, storage, wireless, security, bandwidth trends and issues, and assists with the development and enforcement of the District's acceptable network usage policies.
5. Administers and monitors assigned budget; develops and presents data relative to the cost efficiency, effectiveness, and appropriateness of information technology infrastructure to be used by the District.
6. Determines the need, type, and scope of training for the effective use and operation of network software and hardware, as it pertains to the infrastructure and systems support staff.

7. Directs, supervises, and evaluates assigned staff to ensure a high performance environment; establishes performance requirements and personal development targets.
8. Serves as a District resource on information technology infrastructure and applications.
9. Performs other related responsibilities as may be assigned.

EDUCATION AND EXPERIENCE: Bachelor's degree in a related field; and a minimum of five (5) years of professional experience maintaining infrastructure and data systems. Experience must include a minimum of two (2) year of leading and managing professional and/or technical staff; or an equivalent combination of training and experience.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF:

1. Modern network topologies and their control.
2. Principles of leadership, management, and supervision.
3. Effective communication skills, including public speaking and presentation.
4. State, federal and international laws and regulations and District policies and procedures affecting information technology infrastructure and systems.
5. LAN/WAN connected infrastructures including physical, virtual and cloud technologies.
6. Data center design, implementation, and management.
7. Server and network data security, including schemes such as role or rule-based access control, logical and physical level security, endpoint protection, encryption, and regulatory compliances.
8. Integrated networking facilities and protocols for data and voice services.
9. Equipment, utilities, and tools used to monitor computing resources.
10. Methods, materials, and equipment used in the installation, maintenance, and repair of telecommunications equipment and related systems.
11. Applicable types of fiber and copper cabling distribution systems, and other related equipment.
12. Methods, materials, and equipment used in the operation, installation, and repair of network systems.
13. Principles and techniques of systems and network design and analysis.
14. Computer hardware systems, software applications and networking standards.
15. Customer service standards, practices, techniques and procedures.

ABILITY TO:

1. Establish and maintain effective relationships and a supportive environment with staff, students and others.
2. Maintain ongoing knowledge of current ideas, research, and practices.
3. Communicate effectively with internal and external District stakeholders.

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

CONTACTS: Co-workers, other departmental staff, managers, project leads, vendor, and architects.

WORKING CONDITIONS: Normal computer 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.