MANAGER OF TECHNOLOGY SERVICES

JOB DESCRIPTION

The Manager of Technology Services assists in the management and supervision of the activities performed by the Computing Resources department, including management of academic and business computer and technology services; plans, organizes and directs the day-to-day operations of the Computing Resources department for business and instructional programs including network design, network installation and repair, microcomputer repair and troubleshooting; telecommunications, technology training, help desk, multi-media services and others; assures proper operation of the network; trains, supervises and evaluates assigned personnel.

SCOPE

The Manager of Technology Services, under the general direction of the Director of Computing Resources, manages and directs the activities and personnel related to his/her assignment, and participates in the general governance of the College at the management level as required or assigned.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Plans, organizes and directs the day-to-day operations of the College's technology services to operating departments which are designed to operate and maintain networks, microcomputers and related equipment and audio-visual equipment.
2. Coordinates the design and installation of network facilities; assures proper operation of the network.
3. Trains, supervises and evaluates the performance of assigned staff; prioritizes and schedules assignments such as service repairs for assigned staff.
4. Consults with and advises management personnel regarding information management, including system capabilities and applications; updates management regarding status of repairs; recommends modifications and improvements to network systems and procedures; participates in training network administrators.
5. Coordinates the purchasing, maintenance, repair and installation of computer hardware; assures system security; maintains an adequate supply inventory; coordinates and selects on and off-site microcomputer repair services from third party vendors as necessary.
6. Provides for troubleshooting of network problems involving routing, communications, network operating systems, printing, memory management and other applications; receives and resolves questions or problems in person and on the telephone.
7. Provides for audio-visual equipment and other electronic equipment maintenance and repair; provides for timely troubleshooting and resolution of operating problems.
8. Establishes and directs the College's technology training program for business and instructional program components; determines training needs; identifies and contracts with vendors as appropriate; coordinates with applications programmers to assure training components are anticipated.
9. Coordinates services with Technology Applications personnel to identify and resolve software problems.
TYPICAL DUTIES AND RESPONSIBILITIES (Cont'd.)

10. Directs the operation of help desk services to provide assistance by telephone for business and instructional hardware and software problems; oversees development of databases to determine nature of recurring questions, need for training and overall operation of the system.

11. Provides for multi-media classroom technology; works closely with Technology Applications personnel and users to establish overall design and delivery system.

12. Participates in department planning, budgeting and staff meetings to determine priorities and needs for services, equipment and to evaluate new technology.

13. Consults with faculty, staff, administration and students regarding the availability and use of the telephone and telecommunications system at the College; provides for installation and maintenance of telecommunications equipment for office, classroom and other use.

14. Conducts periodic review evaluation of assigned programs and services.

15. Serves on and/ or chairs college committees as required or assigned.

16. Ensures compliance with district policy, Federal and state law, and other contracts or agreements relative to area of assignment.

17. Participates in search and selection activities for department and college staff and faculty.

18. Performs related duties as required or assigned.

QUALIFICATIONS

Education and Experience:

Any combination of education and experience equivalent to a Bachelor’s degree in computer science, management, information systems or related field AND four years of progressively responsible experience in microcomputer support and administration of a complex network. Certification as a NetWare Engineer (CNE) is desirable.

Knowledge and Abilities:

Knowledge of network applications, procedures and systems applicable to an educational setting; principles and techniques of program planning, scheduling and related control procedures; principles and procedures used in systems analysis, development and design; characteristics and capabilities of system hardware and software; principles and practices of supervision and training; technical operation of computer hardware, components and software applications; budget preparation and control; and telecommunications systems.
Knowledge and Abilities: (Cont'd)

Ability to manage the day-to-day operations of the network; analyze network microcomputer equipment hardware and software requirements and user needs; participate in the maintenance and design of network facilities; assure proper operations of the network; serve as a technical resource to College staff; participate in the development, modifications, and operation of network and other assigned systems and equipment; train, supervise and evaluate the performance of assigned personnel; establish, implement and enforce priorities for department and staff; communicate data processing procedures and requirements to users; provide technical guidance and recommendations concerning existing computer programs and systems; establish and maintain cooperative and effective working relationships with others; maintain current knowledge of technological advances in the field; analyze situations accurately and adopt an effective course of action; and effectively plan and organize work.

AUTHORITY/ RESPONSIBILITY

The Manager of Technology Services supervises designated classified employees within the organizational structure of the Computing Resources Department.

Established: September 8, 1997

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