

MANAGER, INFORMATION TECHNOLOGY SERVICES & SUPPORT

GENERAL DESCRIPTION OF CLASS

The Manager of Information Technology provides leadership and oversight for the District's Information Technology Services and Support (ITSS) departments, including desktop and user support, smart classroom technology, computer labs, and media production. The position ensures the effective delivery of technology services to faculty, staff and students across multiple campuses while aligning IT operations and institutional goals. The Manager leads technical teams, oversees budgets and lifecycle refresh projects, ensures compliance with regulations and develops policies that promote security, equity, and accessibility.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related or a logical assignment to this class. The essential duties of the class are indicated with an asterisk *.

BASIC FUNCTION: The duties of this classification may involve performing the most technical and difficult tasks, requiring specialized or advanced skills in one or more areas of the work assigned. The duties below are not inclusive but characteristic of the type of work associated with the class. Individual positions may do all or some combination of the duties listed below as well as other related duties.

1. Provide leadership, supervision and professional development for the Information Technology Services and Support (ITS) staff, ensuring effective, customer-focused technology support. *
2. Oversee planning, procurement, and lifecycle management of hardware, software, and smart classroom technology. *
3. Participates in the District's recruitment, selection, and hiring committee processes; reviews and evaluates the work of assigned staff; partners with Human Resources (HR) referencing the employee group's collective bargaining agreement (CBA) in determining performance objectives; makes and recommends employee improvement plans and discipline up to and including termination, as appropriate. *
4. Manage IT projects using industry best practices (ITIL/ITSM) combined with innovative vision and leadership to improve service delivery, efficiency, and accountability. *
5. Develops and manages project plans and sets work priorities for District-wide support team(s) through collaboration with faculty, staff, administrators, and committees to align IT services with instructional and administrative needs. *
6. Participates in the design and management of smart classroom technology, desktop services, equipment, computer labs and carts, technology, and supplies. Stay current on emerging technologies and recommend innovations that enhance teaching, learning and operations. *
7. Develops, implements, and maintains IT policies, standards, and documentation to ensure compliance, accessibility, and equity. Ensures that procedures are well-designed, consistently applied, and that cross-training is incorporated across all ITS discipline areas. *
8. Manages the integration of enterprise desktop management tools, endpoint security platforms and assistive technology software. *

9. Develops and monitors service desk performance metrics and KPIs, prepares and disseminates reports, and analyzes performance trends to identify opportunities for continuous improvement and ensure adherence to service expectations. *
10. Manage vendor relationships, contracts and licensing agreements to maximize value and service. Oversees procurement of all computer hardware including but not limited to desktops, laptops, printers, smart classroom equipment, media production equipment, and other specialized hardware. *
11. Supports department budget planning. Manages IT services by developing policies, procedures, and standards; prepares cost estimates and assists with budget planning.
12. Manages, coordinates, and oversees the decommissioning and preparation of hardware and devices for surplus or e-waste. *
13. Identifies and plans for alignment of service ownership, including but not limited to relevant training and documentation for those services; ensures policies and procedures are aligned with the needs of the District; ensures projects and delivery timelines are met, and expectations are set and managed; supports, guides, and manages knowledge base solutions and processes; continually evaluates existing processes and procedures and identifies opportunities to improve service delivery. *
14. Performs timely performance evaluations of assigned staff and student employees, including but not limited to regular updates and meetings to discuss and resolve performance or behavioral issues; keeps administrator informed of department performance, morale, legal compliance, and personnel issues. *
15. Receives, reviews, and resolves escalated support cases that require a higher level of attention, ownership, and customer interaction to ensure a satisfactory resolution; identifies, recommends and implements timely solutions for continuous improvement to optimization. *
16. Provides project management or coordination in implementing solutions for assigned IT projects; may act as project manager for special activities as required or assigned. *
17. Guides and trains Service Desk personnel as required based on solution implemented, process change or new support needed; when implementing new solutions, has an eye to detail ensuring the highest level of process and procedural documentation and service adherence. *
18. Creates end-user or Service Desk documentation to provide frequently asked questions (FAQs), process, or policy documents and updates as necessary; oversees management updates and maintenance of the IT website in coordination with the Service Desk; develops, updates, maintains, and publishes various technical articles. *
19. Recognizes and identifies existing policies and procedures requiring change; assists with developing new policies and procedures related to future expansion and technological needs. *
20. Participates in the development of the District's Technology Master Plan; participates in and assists in the development of information technology acceptable use standards, guidelines, and policies including hardware and software, as requested. *
21. May attend educational workshops, trainings, conferences, and professional development opportunities; reviews professional publications, establishes personal networks and participates in professional associations.
22. Performs other duties that support the overall objective of the position.

MINIMUM QUALIFICATIONS**EDUCATION/EXPERIENCE:**

- Bachelors Degree in Information Technology, Computer Science, Management

Information Systems, Business Administration, Project Management, Telecommunications, or any other related field

- Five (5) years of experience in computer, networking, media, and user support services;
AND
- Two (2) years of experience in a supervisory position with technical responsibilities directly related to this classification.
- Work experience must be directly related to the technical responsibilities of this classification.
- Or, any combination of education and experience which would provide the required qualifications for the position.

*Associate Degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.

CERTIFICATES, LICENSES, REGISTRATION, SPECIAL AND/OR OTHER REQUIREMENTS:

- May be required to hold and maintain a valid driver license **'if and when'** travel is required in the course of work.
- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Master's Degree in Information Systems, Computer Science, Business Administration, or related discipline is desirable.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**Knowledge of:**

- Strong leadership, communication, and project management skills.
- Knowledge of service management frameworks, desktop and endpoint management tools, assistive technologies, telecommunications, systems analysis, design, Automated office procedures. Familiarity with higher education regulations and compliance requirements (Family Educational Rights and Privacy Act (FERPA), accessibility standards, state/federal laws).
- Computer software programs, applications, databases, and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Mobile devices and applications utilized by the District and/or college.
- Modern office practices, procedures, methods, and techniques.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Ensure compliance with all laws, regulations, and policies through effective office supervision and leadership.

- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Organize and sequence steps that enable production of reports, special projects, and meetings.
- Understand complex technical problems and plan, direct, and supervise information technology projects and coordinate the activities of technical support teams across the District.
- Create hardware, software and procedural documentation including installation, troubleshooting, training, and general support requirements in a workstation and server, networked environment.
- Assist in the development of desktop and network standards, guidelines, and their implementation.
- Assess, analyze, troubleshoot, develop and implement a plan of action for the resolution of various technical and media related problems.
- Prepare clear, concise, and accurate program documentation and reports of work performed.
- Plan, organize, manage, assign, delegate, review, and evaluate the work of staff engaged in providing information technology services to the district and community.
- Maintain and adhere to project schedules and timelines.
- Evaluate hardware and software for effectiveness, efficiency, and continuity with District standard.
- Work effectively within a diverse user community over a large geographic area, as will be required by the Manager, Information Technology, given the dispersion of the District's campuses; possession of the skills needed to interact effectively with District faculty and staff in order to determine needs and desired outcomes, as well as the prioritization of outcomes.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both orally and in writing.
- Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production including the complex formatting of documents, creating charts, establishing and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Establish and maintain cooperative relationships with those contacted in the course of work.

RELATIONSHIPS WITH OTHERS:

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED:

The incumbents in this class; provide work direction to classified staff that maintain roles in ITS, student workers, student assistants, and/or short-term, temporary employees.

The incumbents in this class receive general supervision from the assigned manager or other administrative superiors. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist. .

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY EMPLOYER:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, gender identity, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.