

BUTTE-GLENN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: PROGRAM MANAGER, CCC TECHNOLOGY CENTER

L229.100

BASIC FUNCTION: Under the administrative direction of an assigned administrator, the Program Manager identifies business needs of customers participating in CCC Technology Center (CCCTC) programs and manages the engagement and support of CCCTC products to address these needs; manages budget; develops and estimates required resources; sets priorities and schedules; anticipates customer success through the effective delivery and support of high quality products developed or procured by the CCCTC, ensures appropriate use, and coordinates continuous improvement of products with designated vendors or Product Managers within the CCC TC. These areas include, but are not limited to statewide technology initiatives in the following areas: distance education, online student services, online assessment and technology and data infrastructure for the California Community College (CCC) system. Dependent upon the nature of the specific customer's requirements, and at the discretion of the assigned administrator, the Program Manager will carry out activities to ensure customer success with technology center products. Manages and evaluates assigned staff within the areas supervised and performs related work as required. Ensures that all assigned customers and service areas meet stated objectives, project timelines, work quality standards and established policies and procedures.

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 *)*

- *1. Provides coordination, management and overall leadership for activities that support the operations, and appropriate and effective use of products of the California Community Colleges Technology Center (CCCTC).
- *2. Establishes, facilitates, implements, directs and evaluates the customer's long and short-term goals using product and project management tools and techniques, ensuring they are closely tied to the desired outcomes for the customer and completed on time. Assesses, identifies and allocates resources and time constraints in the planning and delivery of CCCTC products for client use, adjusting processes as appropriate.
- *3. Develops and maintains budgets, financial structure, control and accounting system which meet the annual and long-range goals for the assigned statewide program(s); prepares cost estimates for budget recommendations and projections; controls and authorizes expenditures in accordance with established limitations. Prepares and distributes fiscal and program reports and documentation which describe activities related to the role and use of CCCTC products within assigned program.
- *4. Performs a variety of financial and statistical record-keeping, utilizing databases and spreadsheets as appropriate; verifies accuracy of financial and numerical data and follows up on issues of inaccuracy and discrepancy.
- *5. Participates in conferences and activities to promote the assigned statewide product offerings developed by the CCCTC for utilization by California community college faculty, staff, students and administrators.
- *6. Works closely with various CCC Technology Center departments, program directors, and product managers to ensure appropriate systems support; makes recommendations for the projected year and assists with project's mid and end-of-year analysis.
- *7. Monitors customer satisfaction from independent surveys and other feedback mechanisms to strive for continuous improvement. Responds to requests and modifies services in accordance with feedback received. Works with Program Directors and Product Managers to define and implement continuous improvements.
- *8. Develops and maintains positive relationships with other departments and members of the college community and facilitates the development of relationships with outside entities.
- *9. Assures compliance with product, program and District, County, State and Federal laws, rules, regulations and guidelines and ensures the proper and timely completion and submittal of required reports.
- *10. Develops and maintains specifications/requirements and training materials.
- *11. Represents customer stakeholders in change management and assigned product development activities.
- *12. Conducts industry research, metrics analysis and surveys to develop and improve assigned product and services.
- *13. Based on the specific stakeholder community and goals of the assigned customer groups and products, works with marketing resources to identify target markets and develops a comprehensive marketing plan; may coordinate with the CCCTC's Public Relations and Marketing Director and staff to develop marketing materials; assists with layout of publication materials; assists in

the determination of appropriate media for defined target markets. Develops marketing and promotion plans by working with existing and prospective clients and marketing resources.

- *14. Organizes appropriate vendor selection processes in coordination with CCCTC departments and governance committees. Participates in domain research, comparison of vendors and review of proposals. Participates in contract negotiations with technology and service providers for statewide deployment of applications.
- *15. Supervisory duties include: instructing, planning, assigning, scheduling, reviewing and evaluating work for effectiveness, accuracy and adherence to departmental policies, rules and procedures; maintaining standards; determining performance objectives; coordinating activities; responding to employee leave requests; processing monthly timesheets; acting on personnel issues; and recommending employee discipline and/or discharge as appropriate.
- 16. Participates in the development of goals and objectives as well as policies and procedures for assigned statewide programs and services within the CCCTC; participates in the implementation of approved policies and procedures assigned to staff, ensures compliance with established policies and procedures and makes recommendations for changes and improvements.
- 17. Researches laws, Education Code regulations and other related information sources pertaining to the application of CCCTC products in a customer setting to ensure the validity of programs and services assigned by the CCCTC.
- 18. Researches new grants to expand service scope; participates in grant development, preparation, application and implementation.
- 19. Serves on a variety of District committees, statewide workgroups and national committees as requested.
- 20. Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

- **EDUCATION AND EXPERIENCE:**

- A Bachelor's Degree or equivalent from an accredited college or university in Business, Education, Information Technology, Management, Marketing or a related field*; **AND**
- Four (4) years of experience in a position directly related to the duties and responsibilities of this position.

* *Bachelor's degree education equivalency equals two (2) years of increasingly responsible related work experience for each full year (24-30 units) of college.*

- **CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:**

- Hold and maintain a valid driver's license throughout duration of employment with the District.
- Moderate travel is required.

DESIRED QUALIFICATIONS:

- High level of management experience preferably in government, education, private industry or vendor management, with at least three (3) years performing in a fiscally responsible leadership role.
- Technical and large government project implementation experience.
- Experience with distance education, student services, assessment or technology and data integration experience within education.
- Master's degree in Business, Communications, Education, Information Technology, Marketing, Political Science, Public Administration or a related field.

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

Knowledge of: District policies, rules and procedures; laws and ordinances pertaining to the specific responsibilities of the position; California Community College instructional programs and services for students; student access, success and learning outcomes; fiscal performance and FTES measures; curriculum development processes; supervisory and managerial concepts and principles; current technologies and best practices in academic technology; an appreciation and understanding of the mission of the California Community Colleges; working effectively with a wide range of diverse individuals; principles of public speaking; communicating effectively with individuals and groups within the campus community as well as external audiences; providing work direction and guidance to others; gathering and analyzing data and making relevant recommendations based on that analysis; using appropriate software in the completion of position functions.

Ability to: apply District policies, rules and procedures; manage statewide multi-dimensional programs developed by distributed teams on multiple topics; conduct outreach and build consensus between multiple stakeholders (including administrators, faculty, staff and students) on complex multi-campus efforts; interpret the laws, rules and regulations regarding grants; write grants and submit grant applications to additional program sponsors; show familiarity with statewide organizations involved in instruction, technology and research; make sound, educated decisions; work independently with an emphasis on detail management; organize workload and establish priorities; communicate effectively both orally and in writing; provide work direction and guidance to assigned staff; establish and maintain cooperative working relationships with those contacted in the course of work; work with diverse populations; make required mathematical calculations accurately; make public presentations clearly and concisely; communicate professionally in confrontational situations; operate computers and related equipment including various software packages/applications; utilize keyboarding skills commensurate with the required functions for this position; maintain records accurately and with confidentiality as required; compile, organize and use various financial information necessary in the preparation and management of budgets; analyze complex financial, statistical and narrative data; prepare comprehensive, clear and concise reports and recommendations.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Provides direct supervision and technical direction to professional, technical and clerical personnel.

PHYSICAL EFFORT:

Normal office environment. Sitting or standing for moderate periods of time due to moderate travel requirements.

CONTACTS:

Faculty, staff, administrators, students and the general public.

WORKING CONDITIONS:

Normal office environment, moderate travel required.

NOTE: THIS CLASS IS EXEMPT UNDER FLSA PROVISIONS.

Butte-Glenn Community College District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act., Butte-Glenn Community College District will provide reasonable accommodation to qualified individuals. Butte-Glenn Community College District encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.