NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

Cypress College Fullerton College NOCE NORTH ORANGE CONTINUING EDUCATION

Job Description

Job Title:	Assistant Director, Information Technology Operations and Services	Salary Range:	24
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under the direction of an administrator, director, or designee the Assistant Director, IT Operations and Services manages and coordinates the day-to-day operations, projects, and service delivery functions across multiple information technology disciplines, including infrastructure, enterprise systems, user support services, and cybersecurity. The Assistant Director supervises professional and technical staff, oversees operational workflows, and ensures that technology systems and services are reliable, secure, and aligned with District standards, policies, and strategic priorities.

The Assistant Director, IT Operations and Services implements departmental goals and operational plans established by senior leadership, leading project execution and supporting cross-functional initiatives to ensure effective service delivery. The Assistant Director applies advanced technical knowledge and management practices to oversee complex IT environments, resolve operational challenges, and integrate systems, processes, and resources`. The Assistant Director serves as both an operational leader and a technical resource. The Assistant Director contributes to planning efforts and continuous improvement initiatives to enhance performance, compliance, and user experience in support of the District's academic, administrative, and operational functions.

DISTINGUISHING CHARACTERISTICS

The Assistant Director, IT Operations and Services is distinguished from the Director by its primary responsibility for managing and executing operational functions across multiple IT disciplines, rather than establishing enterprise-wide strategy or policy direction. While the Director provides strategic leadership, governance, and long-range planning, the Assistant Director translates those priorities into actionable plans and is accountable for their implementation through operational oversight, project execution, and staff management.

The Assistant Director, IT Operations and Services exercises independent judgment with broad latitude within established policies and procedures and is responsible for supervising professional staff, managing day-to-day operations, and ensuring effective service delivery and performance outcomes. The Assistant Director oversees both operational and project-based work, addresses complex technical and operational issues requiring integrative solutions across systems, processes, and resources, and coordinates cross-functional IT activities.

The Assistant Director, IT Operations and Services is further distinguished from lower-level IT management roles by its multi-disciplinary scope and supervisory accountability, while not holding primary responsibility for enterprise strategy, institutional policy development, or executive-level decision-making.

ESSENTIAL FUNCTIONS

Examples of essential functions are descriptive and not restrictive in nature.

Operations Management and Service Delivery

1. Manages the daily operations of assigned IT functional areas, ensuring reliability, performance, and availability of systems and services.
2. Monitors service delivery performance and implements improvements to enhance efficiency, responsiveness, and user satisfaction, while overseeing operational workflows and integrating activities across infrastructure, systems, support services, and related technology functions.
3. Ensures adherence to established service standards, procedures, and operational protocols, and that work outcomes align with departmental strategies and District priorities.

Infrastructure and Systems Oversight

4. Oversees and coordinates the administration, configuration, and maintenance of network systems, servers, enterprise applications, and related infrastructure.
5. Ensures system security, availability, performance, and data integrity through adherence to cybersecurity practices, disaster recovery planning, and operational standards.
6. Applies advanced technical expertise to analyze, troubleshoot, and resolve complex system and integration issues.

Project Implementation and Coordination

7. Leads and manages the implementation of IT projects and initiatives, collaborating with cross-functional stakeholders to define requirements, scope, and deployment strategies.
8. Ensures alignment with departmental priorities, timelines, and resource allocations.
9. Manages and tracks project progress, resolves operational issues, and mitigates risks to ensure successful execution of deliverables.

User Support and Service Delivery

10. Supports initiatives to improve user access to technology, service delivery processes, and overall customer experience.
11. Oversees IT service delivery functions, including help desk and end-user support services, ensuring timely and effective resolution of issues.
12. Implements improvements to enhance service quality, user access, and overall customer experience.

Compliance, Governance, and Standards Implementation

13. Ensures compliance with District policies, procedures, applicable regulations, and IT governance standards related to IT operations and data security.
14. Implements, maintains, and enforces technical standards, system documentation, and operational procedures.
15. Assists in audits, assessments, and reporting related to IT compliance and service performance.

Vendor, Budget, and Resource Coordination

16. Coordinates vendor relationships for the procurement, service delivery, and support of IT systems and equipment.

17. Monitors contracts, service agreements, and vendor performance; and oversees budgets, expenditures, and resource allocation within assigned areas to ensure cost efficiency and identify funding opportunities.
18. Assists in budget tracking, resource planning, and expenditure monitoring.

Supervision, Leadership, and Staff Development

19. Manages, assigns, and evaluates professional, technical, and classified staff; establishes performance standards, monitors workflow, and ensures quality service outcomes.
20. Provides technical guidance in resolving complex operational and system issues.
21. Evaluates and identifies training and technological development needs; provides and supports professional development opportunities for assigned personnel to enhance and upgrade technology skills.
22. Partners with Human Resources on recruitment, performance management, and personnel actions in compliance with applicable policies and collective bargaining agreements.

Technology and Process Improvement

23. Promotes innovation, sustainability, and equitable access to technology resources for all users.
24. Stays informed of instructional methods and new technologies related to the area of assignment.
25. Learns and applies emerging technologies and software applications as needed to perform duties efficiently, effectively, and in a timely manner.

Diversity, Equity, and Inclusion

26. Promotes equity-minded technology planning and ensures accessibility for all users.
27. Participates in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; actively assists in the creation of a welcoming and inclusive work and educational environment; attends and participates in diversity, equity, and inclusion trainings and events.

General

28. Leads and/or participates in special projects related to the area of assignment, as assigned
29. Performs other duties that support the overall objective of the position

WORKING RELATIONSHIPS

The incumbent engages and maintains contact with various District administrators, management, faculty, staff, students, vendors, government agencies and organizations, higher education institutions, the California State Chancellor's Office, and the public.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's Degree from a regionally accredited institution in Information Technology,

Computer Science, Educational Technology, or related discipline; **AND**
- Six (6) years of progressively responsible experience providing leadership in Information Technology, or System Management; **AND**
- **Or,** any combination of education and experience which would provide the required equivalent qualifications of the position.
- Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

DESIRABLE QUALIFICATIONS

- Experience with IT service management, cybersecurity compliance, and cloud infrastructure administration.
- Experience supervising IT professionals or managing multidisciplinary technology teams.
- Professional Certifications:
  - Information Technology Infrastructure Library (ITIL)
- Demonstrates advanced technical expertise in network infrastructure, virtualized environments, and cloud computing systems, with proficiency equivalent to industry-recognized professional standards.
- Experience leading large-scale IT operations.
- Demonstrated experience fostering an inclusive and welcoming work or educational environment through equity-minded approaches in professional interactions with colleagues and students.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

- Knowledge and understanding of District, college, division, department, and/or program organizations, operations, policies, procedures, rules, laws, regulations, goals, and objectives related to the area of assignment.
- Knowledge of and familiarity with the California Education Code and other applicable laws and regulations related to the area of assignment.
- Knowledge of academic computing, instructional technology, and multimedia systems in higher education.
- Knowledge of enterprise systems, database management, network architecture, and cloud environments.
- Knowledge and understanding of IT governance, compliance, and best practices in the public sector or higher education environment.
- Knowledge of enterprise IT infrastructure, systems integration, and network administration.
- Knowledge of cloud-based platforms such as Microsoft 365, Azure, and AWS.
- Knowledge of current and emerging technologies, trends, and best practices in Information Technology.
- Knowledge of cloud productivity tools and cloud infrastructure.

- Knowledge of budget and resource allocation management.
- Knowledge of District organization, operations, polices, and objectives.
- Knowledge of principles and practices of supervision and training.
- Knowledge of research methods and techniques.
- Knowledge and understanding of student services operations, including student advising, retention strategies, and support services.
- Knowledge of federal and state regulations related to student services, such as FERPA.
- Knowledge of student information systems, management information systems, databases, and data management practices.
- Knowledge and awareness of equity and inclusion principles, particularly in the context of student support services.
- General knowledge of community college structures, processes, and student demographics.

Skills:

- IT infrastructure, systems integration, and enterprise-level service delivery
- Project management.
- Staff supervision and training.
- Collaboration skills to engage technical and non-technical stakeholders.
- Strong problem-solving, analytical, and critical thinking skills.
- Strong organizational skills with the ability to prioritize and manage multiple tasks efficiently.
- Proficiency in current collaboration and productivity tools and other relevant software applications.
- Excellent written and verbal communication skills, with the ability to draft clear and concise reports, correspondence, and presentations.
- Data collection, analysis, and reporting, particularly in relation to program outcomes and student participation.
- Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP) systems; computer hardware and peripheral equipment related to the area of assignment.

Abilities:

- Ability to independently perform the essential responsibilities of the position.
- Ability to work independently and collaboratively within a team environment.
- Ability to interact positively and professionally with a diverse student population, faculty, and staff.
- Ability to identify funding opportunities through various channels outside of the District and/or college general fund.
- Ability to advocate for funding and write documentation, as required.
- Ability to lead and inspire teams in a dynamic environment.
- Ability to analyze complex technical and operational issues and implement effective solutions.
- Ability to adapt to changing technologies and environments.
- Ability to demonstrate strong organizational and time management skills.

- Ability to analyze situations accurately and adopt an effective course of action.
- Ability to collaborate with internal and external stakeholders and colleagues.
- Ability to prepare, implement, and present training programs and workshops.
- Ability to accurately document workflow.
- Ability to compile, organize, and present statistical and technical data.
- Ability to create, write, and deliver curriculum and training materials
- Ability to develop appropriate software and systems applications documentation.
- Ability to interpret software documentation and technical manuals.
- Ability to lead multidisciplinary teams, prioritize initiatives, and manage multiple complex projects.
- Ability to write and update technical documentation.
- Ability to comprehend and execute both written and verbal instructions.
- Ability to prepare clear, concise, and comprehensive specifications, reports, studies, documentation, and other written materials.
- Ability to communicate efficiently, including technical information to non-technical stakeholders.
- Ability to maintain confidentiality and ethical standards in data management.
- Ability to remain current with developments in legal requirements and regulations related to the area of the assignment.
- Ability to prepare clear, concise, and comprehensive reports, documentation, and other written materials.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Ability to plan, organize, and prioritize workload to meet schedules and timelines.
- Ability to learn and adapt to new software, systems, and processes as required.
- Ability to provide empathetic and effective support to students, addressing their needs and concerns with professionalism.
- Ability to attend and participate in diversity, equity, and inclusion trainings and events.
- Ability to provide an inclusive and welcoming work/educational environment.
- Ability to demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.
- Ability to establish and maintain effective and cooperative working relationships with those encountered in the course of work.

SPECIAL REQUIREMENTS, LICENSES, and/or CERTIFICATIONS

- Possession of or ability to possess a valid driver license based on the need related to the area of assignment if and when travel is required in the course of work.
- Travel may be required for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

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

accommodations 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 perform fine/gross finger manipulation, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds, unassisted. 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.

The incumbent may be required to work a flexible and varying work schedule based on the needs of the department, including evenings and weekends, as needed.

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 accommodations 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 safety considerations exist. The incumbent may be subject to electrical hazards, constant interruptions, and frequent interaction with District and college personnel and the public. 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.

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions of the position.

Job Description

North Orange County Community College District (NOCCCD) is committed to creating a diverse academic and workforce environment that encourages and fosters diversity, equity, inclusion, and equal opportunities for everyone. NOCCCD is focused on creating a welcoming culture to ensure students, faculty, management, and staff feel included, supported, and safe.

NOCCCD looks for likeminded and inclusive individuals who represent the community's diversity and demonstrate a sensitivity to the understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of those we represent. Our District community of professionals is devoted to enriching our students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.