NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT

Cypress College Fullerton College NOCE NORTH ORANGE CONTINUING EDUCATION

Job Description

Job Title:	Assistant Director, Infrastructure and Support Services	Salary Range:	26
Date Revised:	4/2/26	Date Approved:	6/23/2026
THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD			

PRIMARY PURPOSE

Under the general direction of an administrator, the Assistant Director, Infrastructure and Support Services manages, develops, and implements technology infrastructure and automation solutions to support complex network, server, and software systems.

The Assistant Director, Infrastructure and Support Services, ensures the security, reliability, and performance of campus and District technology environments, aligning services with institutional goals and industry best practices.

DISTINGUISHING CHARACTERISTICS

The Assistant Director, Infrastructure and Support Services is distinguished from other management classifications by its leadership responsibility for enterprise-level infrastructure planning, administration, and operational oversight across a multi-campus district. The Assistant Director provides expert technical direction in network architecture, systems administration, storage, virtualization, and cybersecurity integration.

Unlike lower-level technical or coordinator roles that focus on implementation and support. The Assistant Director, Infrastructure and Support Services oversees and directs strategic planning, manages systemwide projects, and supervises technical staff to ensure scalable and secure technology operations.

The Assistant Director serves as a bridge between IT leadership, administrative units, and campus technology teams, translating institutional priorities into operational initiatives while maintaining compliance, data integrity, and service excellence.

ESSENTIAL FUNCTIONS

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

Infrastructure and Network Management

1. Oversees the design, configuration, and management of network environments, including switches, routers, firewalls, wireless systems, and data cabling and infrastructure.
2. Ensures high availability, disaster recovery, and business continuity across campus network and server systems.
3. Establishes and enforces network and systems security protocols, including firewall policies, intrusion prevention, and patch management.

Systems Administration and Technology Operations

4. Directs the administration of virtualized and physical servers, cloud integrations, databases, and storage arrays to ensure secure and efficient performance.
5. Manages the implementation and maintenance of operating systems, enterprise applications, and automation tools.
6. Develops and enforces standards for system reliability, data backup, and version control.

Project Leadership and Technical Innovation

7. Leads the development, implementation, and evaluation of new technical initiatives, software integrations, and infrastructure modernization projects.
8. Oversees project planning, scheduling, and documentation to ensure milestones, budgets, and compliance requirements are met.
9. Evaluates emerging technologies to improve network efficiency, systems scalability, and user experience.

Systems Support, Troubleshooting, and Performance Monitoring

10. Oversees complex problem determination and resolution processes across systems, coordinating with vendors and technical specialists to resolve critical issues.
11. Implements tools for monitoring system performance, network traffic, and capacity planning.
12. Analyzes system metrics to anticipate needs and propose proactive solutions to potential performance gaps.

Data Management, Reporting, and Compliance

13. Compiles and analyzes operational data related to system performance, cybersecurity, and service availability.
14. Prepares executive-level reports and recommendations to guide technology planning and investment decisions.
15. Ensures compliance with state, federal, and District policies governing data privacy, accessibility, and technology usage.

Collaboration and Stakeholder Engagement

16. Serves as the primary liaison between campus IT teams, District departments, and external vendors to align infrastructure strategies with institutional goals.
17. Communicates complex technical information clearly to non-technical audiences.

Staff Supervision and Professional Development

18. Supervises, trains, evaluates, and provides work direction to assigned staff.
19. Sets performance standards and goals aligned with departmental objectives.
20. Provides mentorship and professional development opportunities to enhance team performance and technical expertise.
21. Oversees project documentation, procurement, and budget development related to the area of assignment.
22. Communicates project priorities, progress, and outcomes effectively to diverse internal and external audiences.

Technology and Process Improvement

23. Participates in long-range technology planning and contributes to the District's digital transformation strategy.
24. Reviews and updates operational policies, procedures, and documentation to align with evolving technology and compliance requirements.
25. Identifies and implements process improvements to enhance system reliability, efficiency, and cost-effectiveness.
26. Promotes continuous improvement through emerging technologies, digital innovation, and process optimization.

Diversity, Equity, and Inclusion

27. Supports equitable access to technology resources and services across the institution.
28. 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

29. Represents the college at the District, state, and professional meetings, conferences, workshops, and other educational consortiums related to instructional technology.
30. Attends, participates in, and chairs a variety of District, campus, administrative, or department committees and/or meetings, as required.
31. 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 in Computer Science, Network Administration, Information Systems, or related discipline; **AND**
- Five (5) years of progressive supervisory experience in a technical or systems management environment; **AND**
- Experience managing enterprise infrastructure, including network systems and data security operations.
- **Or,** any combination of education and experience which would provide the required equivalent qualifications of the position; **AND**
- 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

- Master's Degree in Computer Science, Network Administration, Information Systems, or related discipline.
- Advanced IT industry recognized professional certifications.
- Experience in technology governance and shared decision-making environments.
- Experience in a higher education or public sector environment.
- 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, Title 5, and other applicable laws and regulations related to the area of assignment.
- Knowledge of instructional technology trends, audiovisual systems, and networked learning environments.
- Knowledge of enterprise network and systems management, virtualization, and cybersecurity frameworks.
- Knowledge of management and personnel evaluation techniques.
- Knowledge of modern development environments (UML, Design Patterns, SQL, Java, Cold Fusion).
- Knowledge of web page design and e-commerce technologies.
- Knowledge of software lifecycle and related activities.
- Knowledge of systems and software development processes.
- Knowledge of server and network management technologies.
- Knowledge of computer hardware, software, networks, and applications.
- Knowledge of compliance issues and industry standards frameworks.
- Knowledge of current and emerging technologies, trends, and best practices in Information Technology.
- Knowledge of IT governance, compliance, and regulatory requirements.
- 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 governance, policy compliance, and process improvement methodologies.
- Project management tools, documentation systems, and performance metrics.
- Leading multidisciplinary teams.
- Managing complex projects.
- Strategic leadership.
- IT infrastructure, systems integration, and enterprise-level service delivery
- 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 Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) 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 manage, coordinate, analyze, specify, design, and develop complex technical solutions involving PCs, networks, servers, and related data and computing services.
- Ability to lead projects to research, install, test, and maintain vendor and staff development tools/systems.
- Ability to manage systems and assigned personnel to provide production quality support services.
- Ability to analyze customer requirements and propose effective and efficient technical solutions.
- Ability to drive issues to resolution across a multi-campus District.
- Ability to coordinate, develop, implement, and manage projects.
- Ability to direct the maintenance of a variety of reports, records, and files related to the area of assignment.
- Ability to assess, analyze, implement, and evaluate complex project activities.

- 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 write, update, and accurately document workflow and technical information/processes.
- Ability to compile, organize, and present statistical and technical data.
- Ability to lead multidisciplinary teams, prioritize initiatives, and manage multiple complex projects.
- 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.