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<tr><td colspan="3" align="center">NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION</td></tr>
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Job Title:	Assistant Director, Infrastructure and Support Services	Range: 26 CL	Management Schedule
Date Revised:		Date Approved:	January 27, 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.

ESSENTIAL FUNCTIONS
Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

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.
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.
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.
10.	Oversees complex problem determination and resolution processes across systems, coordinating with vendors and technical specialists to resolve critical issues.
11.	Implement 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.
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.
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.
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.
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.
27.	Supports equitable access to technology resources and services across the institution
28.	Represents the college at District, state, and professional meetings, conferences, workshops, and other educational consortiums related to instructional technology.
29.	Attends, participates in, and chairs a variety of District, campus, administrative, or department committees and/or meetings, as required.
30.	Provide leadership in District/College efforts to increase the diversity of faculty and staff, to address student achievement gaps, and in the creation of a welcoming and inclusive work and educational environment.
31.	Assist and promote the growth and success of a diverse population of students and employees through the development of interculturally competent and equity minded management and leadership abilities. The ideal candidate should have experience in this area with African Americans, Latinx, Native Americans, Pacific Islanders and other disproportionately impacted students and employees.
32.	Performs other duties that support the overall objective of the position.

OTHER FUNCTIONS

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.

EDUCATION AND EXPERIENCE

Minimum Qualifications

Bachelor's Degree in Computer Science, Network Administration, Information Systems, or related discipline

Five (5) years of progressive supervisory experience in a technical or systems management environment

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.

Prior experience in approaching work and interactions with colleagues and students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of IT governance, policy compliance, and process improvement methodologies
Knowledge of project management tools, documentation systems, and performance metrics
Knowledge of Computer software programs, applications, databases, and Enterprise Resource Planning Systems (ERP); computer hardware and peripheral equipment related to the area of assignment.
Knowledge of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and other relevant software applications
Knowledge of community college structures, processes, and student demographics
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, policies, 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

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 Lead multidisciplinary teams

Ability to Manage complex projects

Ability to provide strategic leadership

Knowledge of IT infrastructure, systems integration, and enterprise-level service delivery

Ability to train and supervise staff

Ability to Collaborate with and engage technical and non-technical stakeholders

Ability to think critically, analyze and solve problems

Ability to organize, prioritize and manage multiple tasks efficiently

Ability to draft clear and concise reports, correspondence, and presentations with excellent written and verbal communication skills

Ability to collect, analyze, and report data, particularly in relation to program outcomes and student participation

SPECIAL REQUIREMENTS

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.

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.