



Job Description

Job Title:	Director, Information Technology Operations and Services	Salary Range:	29
Date Revised:	4/2/2026	Date Approved:	6/23/2026

PRIMARY PURPOSE

Under the general direction of an administrator or manager, the Director, Information Technology (IT) Operations and Services provides strategic and operational leadership in planning, developing, and managing technology resources and services that support the District's academic, administrative, and operational goals.

The Director, IT Operations and Services oversees multiple IT disciplines, including network systems, enterprise applications, user support, infrastructure, and cybersecurity. The Director ensures the reliability, scalability, and security of technology systems across the institution.

The Director, IT Operations and Services fosters collaboration between central and campus technology operations, aligns IT initiatives with institutional objectives, and advances equitable, accessible, and innovative technology solutions that enhance student learning and institutional effectiveness.

DISTINGUISHING CHARACTERISTICS

The Director, IT Operations and Services is distinguished from lower-level IT management classifications by its oversight of multiple IT specialties within the institution's information technology organization. The Director provides comprehensive leadership across both strategic planning and technical execution requiring expertise in managing complex, multi-platform environments and leading professional and technical staff. The Director operates with a high degree of independence and judgment, frequently serving as a subject matter expert (SME) and advisor to senior leadership on technology policy, governance, and innovation.

The Director, IT Operations and Services integrates infrastructure, systems, security, and service delivery under a unified vision to ensure operational continuity, cybersecurity readiness, and institutional agility.

ESSENTIAL FUNCTIONS

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

Strategic Leadership and Planning

1. Develops and implements strategic goals, objectives, and initiatives that align IT services with institutional priorities and educational missions.
2. Creates and leads multi-year technology planning efforts related to network infrastructure, information systems, data management, and service delivery.
3. Serves as a key advisor to senior administration on emerging technologies, enterprise architecture, and operational resilience.
4. Participates in strategic governance and planning processes to guide technology-related policy development and institutional initiatives.



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Technology Operations and Infrastructure Management

5. Directs the administration and maintenance of network, server, and storage infrastructure; ensures security, availability, and performance.
6. Oversees enterprise systems and applications supporting academic and administrative operations
7. Ensures compliance with cybersecurity standards, data governance, and disaster recovery procedures.
8. Evaluates, selects, and implements technology tools, systems, and cloud-based platforms to optimize institutional performance.
9. Develops and maintains technical documentation, architecture diagrams, and configuration standards.

User Support and Service Delivery

10. Provides oversight for IT service management and help desk operations; ensures high-quality, customer-focused support for faculty, staff, and students.
11. Leads initiatives to improve user experience, technology access, and service response times.
12. Develops and maintains operational-level agreements (OLAs) and performance metrics for technology service delivery.

Project and Resource Allocation

13. Manages complex, cross-functional IT projects from planning through implementation, using best practices in project management and change control.
14. Oversees vendor relationships, contract negotiations, and procurement of technology services and equipment.
15. Prepares and manages the IT departmental budget, monitors expenditures, and optimizes resource allocation for efficiency and innovation.
16. Coordinates with other departments to identify and prioritize technology needs and investments.

Compliance and Collaboration

17. Collaborates with District and college stakeholders to align local operations with District-wide IT governance, standards, and compliance requirements.
18. Ensures IT operations and planning comply with District and campus policies and procedures.

Supervision, Leadership, and Staff Development

19. Manages, trains, evaluates, and provides work direction to professional, technical, and classified staff; assigns priorities, monitors workflow, and ensures performance standards.
20. Evaluates and identifies training and technological development needs; provides and supports professional development opportunities for assigned personnel to enhance and upgrade technology skills.
21. Establishes performance standards and promotes excellence in service delivery and operational outcomes



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22. Recruits, trains, mentors, and evaluates assigned personnel while fostering a culture of collaboration, innovation, and continuous learning.
23. Partners with Human Resources on a variety of personnel actions in accordance with the collective bargaining agreement (CBA); ensures compliance with contract articles related to employment.

Technology and Process Improvement

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

Diversity, Equity, and Inclusion

27. Promotes equity-minded technology planning and ensures accessibility for all users.
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. Organizes, attends, participates in, and chairs a variety of District, campus, administrative, or department committees and/or meetings, as required.
30. Leads and/or participates in special projects related to the area of assignment, as assigned
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:

- Master's Degree from a regionally accredited institution in Information Technology, Computer Science, Educational Technology, or related discipline; **AND**
- Eight (8) years of progressively responsible experience providing leadership in Information Technology, or System Management.
- **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



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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, 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.



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- 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



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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



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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.

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



NORTH ORANGE COUNTY
COMMUNITY COLLEGE DISTRICT



Cypress College



Fullerton College

NOCE
NORTH ORANGE
CONTINUING EDUCATION

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students' lives by bringing a variety of ways to engage and discover their individual and collective paths through education.