



# NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



## Job Description

|                                                                                                |                                                     |                |            |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------|----------------|------------|
| Job Title:                                                                                     | Executive Director, Information Technology Services | Salary Range:  | 39         |
| Date Revised:                                                                                  | 4/2/2026                                            | Date Approved: | 06/23/2026 |
| THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD |                                                     |                |            |

### PRIMARY PURPOSE

Under the general direction of an administrator, the Executive Director, Information Technology Services, provides strategic leadership, executive direction, and policy development for District-wide technology infrastructure, enterprise applications, cybersecurity, and IT governance. The Executive Director is responsible for planning, implementing, and sustaining technology systems that ensure operational excellence, institutional resilience, and equitable access to digital resources across all campuses and divisions.

The Executive Director, Information Technology Services, serves as the Chief Technology Officer/Chief Information Officer to oversee multiple IT divisions and teams responsible for infrastructure, networking, applications, data systems, and end-user technology support. The Executive Director collaborates with executive leadership, administrators, and faculty to establish technology priorities that align with the District's strategic goals, regulatory compliance, and educational mission. The Executive Director, Information Technology Services also ensures robust disaster recovery, business continuity, and cybersecurity frameworks are in place to protect institutional data and operations.

### DISTINGUISHING CHARACTERISTICS

The Executive Director, Information Technology Services, is the highest-ranking IT leadership role within the District and is distinguished by its enterprise-level authority, strategic influence, and cross-functional scope. The Executive Director differs from IT Directors, who manage specific technical or functional domains, by serving as the District's principal technology strategist and advisor to executive management.

The Executive Director, Information Technology Services, oversees the development and execution of technology strategy, architecture, governance, and budget planning for all information systems, ensuring integration, compliance, and innovation Districtwide. The Executive Director, Information Technology Services, exercises independent judgment, provides leadership in formulating technology policies, and manages large-scale initiatives that have significant institutional impact.

### ESSENTIAL FUNCTIONS

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

#### Strategic Leadership and Planning

1. Provides vision and executive leadership for District-wide information technology strategy, infrastructure, and digital innovation.
2. Develops and implements short-and long-term technology plans that align with institutional goals, compliance standards, and best practices in higher education.



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3. Advises senior leadership and the Board of Trustees on emerging technologies, risks, and opportunities that impact institutional effectiveness.
4. Establishes enterprise architecture and governance frameworks to ensure technology investments are sustainable, secure, and data driven.

### Technology Infrastructure and Systems Oversight

5. Oversees the design, implementation, and maintenance of enterprise systems, applications, and infrastructure supporting administrative, instructional, and research functions.
6. Ensures the reliability, scalability, and interoperability of on-premises and cloud-based systems, including networking, telecommunications, and collaboration platforms.
7. Directs system upgrades, integration, and modernization projects that enhance efficiency and user experience.

### Cybersecurity, Compliance, and Risk Management

8. Establishes and enforces comprehensive cybersecurity policies, risk management frameworks, and data governance standards.
9. Oversees the implementation of disaster recovery, business continuity, and incident response strategies.
10. Ensures compliance with federal, state, and local laws related to data privacy, accessibility, and information security.

### Organizational Leadership and Collaboration

11. Provides executive oversight to IT Directors, Managers, and technical staff across multiple campuses and divisions.
12. Promotes collaboration, shared services, and operational alignment across District and college IT teams.
13. Builds partnerships with instructional leaders, research divisions, and administrative departments to advance teaching, learning, and institutional outcomes through technology.

### Resource Management and Fiscal Oversight

14. Develops, monitors, and manages multimillion-dollar budgets for technology operations, capital projects, and strategic initiatives.
15. Oversees procurement, licensing, and vendor contract management for hardware, software, and services.
16. Ensures fiscal accountability, equitable resource allocation, and effective utilization of technology investments.
17. Partners with Educational Services and Administrative Services, including Fiscal Affairs, to drive innovation, ensure financial viability, and align technology investments with business objectives.

### Governance, Policy, and Communication

18. Leads IT governance processes that ensure transparency, prioritization, and alignment of projects and policies.
19. Develops and maintains policies, standards, and procedures related to technology



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acquisition, cybersecurity, and data management.

20. Communicates complex technical information clearly to non-technical audiences, fostering understanding and buy-in across stakeholder groups.

### Supervision, Leadership, and Staff Development

21. Encourages innovation, professional growth, and technical excellence within IT teams.
22. Manages, trains, evaluates, and provides work direction to professional, technical, and classified staff; assigns priorities, monitors workflow, and ensures performance standards.
23. Establishes performance standards and promotes excellence in service delivery and operational outcomes.
24. Partners with Human Resources on personnel actions in accordance with the collective bargaining agreement (CBA); ensuring compliance with contract articles related to employment.

### Technology and Process Improvement

25. Monitors industry trends and benchmarks to identify opportunities for continuous improvement.
26. innovation, sustainability, and equitable access to technology resources throughout the District and campus sites.
27. Learns and applies emerging technologies and software applications as needed to perform duties efficiently, effectively, and in a timely manner.

### Diversity, Equity, and Inclusion

28. Promotes equity-minded technology planning and ensures accessibility for all users.
29. 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

30. Represents the District at professional associations, conferences, and technology consortiums.
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.



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### MINIMUM QUALIFICATIONS

#### Education and Experience:

- Master's Degree from a regionally accredited institution in Information Systems, Computer Science, Business Administration, or related discipline; **AND**
- Ten (10) years of progressively responsible IT experience; **WITH**
- Five (5) years in senior management with oversight of multiple IT domains; **AND**
- Demonstrated success leading large-scale technology operations or transformations in a complex, multi-campus organization;
- **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

- Experience serving as an Executive Director or Chief Technology Officer in a higher education institution or large public organization.
- Professional Certifications in IT management, cybersecurity, or project management:
- Experience leading IT operations in a higher education or public agency 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 and other applicable laws and regulations related to the area of assignment.
- Knowledge of disaster recovery and business continuity planning.
- Knowledge and understanding of IT governance, compliance, and best practices in the public sector or higher education environment.
- Knowledge of enterprise systems, database management, network architecture, and cloud environments.
- 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.



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- Knowledge of principles and practices of supervision and training.
- Knowledge of research methods and techniques.
- 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.
- 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 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.



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- 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.



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### **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.



NORTH ORANGE COUNTY  
COMMUNITY COLLEGE DISTRICT



Cypress College



Fullerton College



## **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.