



NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT



Job Description

Job Title:	Manager, Academic and Instructional Technology Services	Salary Range:	21
Date Revised:	4/2/2026	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 or manager, the Manager, Academic and Instructional Technology Services provides leadership, planning, and coordination of instructional and academic technology initiatives across the college. The Manager manages technical operations supporting classroom, lab, and instructional computing; oversees instructional media, networked systems, and digital learning environments; and ensures the effective integration of technology to enhance teaching, learning, and student success.

The Manager, Academic and Instructional Technology Services, collaborates with academic leadership, IT professionals, and faculty to ensure reliable, innovative, and accessible technology solutions in support of instructional programs and institutional goals.

DISTINGUISHING CHARACTERISTICS

The Manager, Academic and Instructional Technology Services is distinguished from other management classifications by its specialized focus on leading campus-wide instructional and media technology systems that directly support academic programs and student learning. The Manager serves as the primary liaison between information technology operations, academic divisions, and institutional leadership by balancing both pedagogical and technical priorities.

The Manager, Academic and Instructional Technology Services requires a blend of managerial, analytical, and hands-on technical expertise to ensure systems reliability, security, and alignment with District technology standards.

The Manager, Academic and Instructional Technology Services differs from IT management positions overseeing enterprise systems or District-wide infrastructure by emphasizing instructional delivery environments, media production, and faculty technology integration. Incumbents exercise a high degree of independence, problem-solving, and innovation in a complex, multi-campus educational environment.

ESSENTIAL FUNCTIONS

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

Leadership and Program Management

1. Plans, organizes, and manages the day-to-day operations of instructional computing, classroom technologies, and media systems.
2. Develops goals, objectives, and performance standards for instructional technology services.
3. Establishes and enforces operational policies and service-level expectations to ensure reliable technology delivery for faculty, staff, and students.



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4. Oversees instructional technology projects, from design and procurement through implementation, maintenance, and continuous improvement.
5. Serves as a liaison between academic departments, IT divisions, and external vendors.
6. Facilitates communication across departments to ensure technology initiatives align with instructional needs.

Instructional and Classroom Technology

7. Oversees the configuration, deployment, and support of computers, audiovisual equipment, and instructional media across classrooms, and labs.
8. Ensures the integration and functionality of systems such as projectors, digital displays, sound reinforcement, and hybrid learning technologies.
9. Collaborates with faculty to evaluate, pilot, and adopt emerging technologies that enhance instructional delivery and student engagement.
10. Provides leadership in accessibility compliance and equitable technology access across instructional spaces.

Network and Systems Administration

11. Manages the design, installation, and maintenance of instructional networks, servers, and media systems supporting classroom operations.
12. Ensures proper security protocols, data protection, and performance optimization for academic technology systems.
13. Coordinates with District IT to align campus infrastructure with Districtwide standards and initiatives.

Project Coordination and Technical Integration

14. Oversees complex technical projects, including but not limited to system upgrades, installations, and media integration initiatives.
15. Leads cross-functional teams in planning, testing, and implementing instructional technology systems and solutions.
16. Develops and enforces technology standards for hardware, software, and media systems to ensure scalability and sustainability.

Budget and Resource Management

17. Prepares and manages operational and project budgets for instructional technology services.
18. Forecasts and allocates resources for equipment purchases, maintenance, and replacement cycles.
19. Ensures efficient use of funds and adherence to procurement regulations and institutional policies.

Supervision and Staff Development

20. Supervises, trains, evaluates, and provides work direction to assigned staff.
21. Provides mentorship and professional development opportunities to enhance team performance and technical expertise.
22. Oversees project documentation, procurement, and budget development related to the area of assignment.



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23. Communicates project priorities, progress, and outcomes effectively to diverse internal and external audiences.

Compliance, Assessment, and Reporting

24. Ensures compliance with District policies, licensing requirements, and safety standards.
25. Tracks, monitors, and reports on system performance, equipment inventory, and project timelines.
26. Prepares analytical reports and recommendations for continuous improvement and strategic planning.

Technology and Process Improvement

27. Researches and recommends solutions to improve the scalability, reliability, and efficiency of academic and instructional technology services.
28. Participates in strategic technology planning to align academic and instructional technology objectives with institutional goals.
29. Stays current on instructional methods and new technologies related to the area of assignment.
30. Promotes continuous improvement through emerging technologies, digital innovation, and process optimization.

Diversity, Equity, and Inclusion

31. 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

32. Represents the college at the District, state, and professional meetings, conferences, workshops, and other educational consortiums related to instructional technology.
33. Attends, participates in, and chairs a variety of District, campus, administrative, or department committees and/or meetings, as required.
34. 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, Information Systems, Educational Technology, or related discipline; **AND**
- Three (3) years managing instructional or academic technology operations in a complex organization.



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- **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 Information Technology, Instructional Design, or related discipline.
- Experience managing large-scale instructional media and computing environments.
- Experience supervising technical teams and managing multi-site or multi-campus operations.
- Experience in higher education technology governance and shared decision-making environments.
- Experience in a higher education 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 performance measurements and process improvement methodologies.
- Knowledge of modern computing environments.
- Knowledge of networked systems installation and maintenance technologies.
- Knowledge of software configuration, interfacing, and related activities.
- Knowledge of TV/Media/Broadcast/Distance Education support technologies and processes.
- Knowledge of networked systems 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.



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- 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:

- Academic and instructional technology innovations to support student-centered education.
- Project management.
- 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 systems and assigned personnel to provide production quality support services.
- Ability to analyze customer requirements and propose effective and efficient technical solutions.
- Ability to lead and present to large groups to communicate security best practices.



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- 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.



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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.



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