NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION

Job Title:	Manager, Instructional Technology Services	Range: 19 (CL)	
Date Revised:	February 8, 2008	Date Approved:	July 23, 2002

THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A ONE-YEAR PROBATIONARY PERIOD

PRIMARY PURPOSE

This position is responsible for the development and implementation of technical PC/Media support, repair and inventory, and service improvement solutions for complex staff/classroom/lab networked systems.

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

1.	Plans, organizes and manages the day-to-day operations of the desktop/classroom computing/media environment including ordering, inventorying, setup, wiring, testing and related configuration and security considerations.
2.	Plans, organizes and manages the day-to-day operations of the instructional computing environment, including prioritizing service requests, desktop implementations, classroom demo station support, media repair and delivery, projector/sound installation and support, and related software systems.
3.	Manages the instructional service equipment and software to production quality standards to include data/video hardware and software, reliability and performance.
4.	Manages the coordination, installation, configuration, or development of integrated technical solutions for approved projects using approved standard methodologies, and provide the results for acceptance testing.
5.	Coordinates problem determination and problem resolution for complex systems or environments and support fixes, changes, upgrades and related functions as needed.
6.	Compiles, reviews and analyzes information relating to technical resource operations and prepares reports, summaries and recommendations as required by organization activities.
7.	Coordinates communication with other organizational entities as well as with District organizations and campuses. Provides technical assistance and guidance; conducts staff meetings, design reviews and project meetings as required.
8.	Maintains current knowledge of technical advances in hardware, media, software, procedures, and methodologies, and exchanges knowledge with vendors, campus and District personnel, and users to ensure efficient functioning and resolve issues.
9.	Organizes, attends, or chairs a variety of administrative and staff meetings as required; serves on committees and special projects as assigned.
10.	Trains, supervises, evaluates and directs the work of personnel as assigned; participates in selection and hiring processes.
11.	Plans, organizes and arranges appropriate training and staff development activities; provides orientation for new employees.
12.	Learns, and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized and timely manner.

13.	Performs related duties as assigned.

OTHER FUNCTIONS

WORKING RELATIONSHIPS

The Manager, Instructional Technology Services maintains frequent contact with the Systems Technology Services Manager, instructional deans, classroom instructors, as well as technical staff, vendors and contractors.

EDUCATION AND EXPERIENCE

Any combination equivalent to: a bachelor's degree in information/media/computer systems and three years supervisory experience in a complex technical environment. Graduate courses or advanced training desired.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of District organization, operations, policies and objectives.
Knowledge of management and personnel evaluation techniques.
Knowledge of performance measurements and process improvement methodologies.
Knowledge of modern computing environments (PC OS, Windows applications, networked printers,
    automated configuration processes, PC/media interfaces, etc.).
Knowledge of networked systems installation and maintenance technologies.
Knowledge of software configuring, 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 administrative and team techniques.
Knowledge of correct English usage, grammar, spelling, punctuation and vocabulary.

Ability to manage, coordinate, analyze, specify, design and develop complex technical solutions involving PCs, networks, servers, and related data and media services.
Ability to lead projects to research, install, test and maintain vendor and in-house developed software,
    hardware and media systems.
Ability to manage systems and personnel to provide production quality support services.
Ability to analyze customer requirements and propose effective and efficient technical solutions.
Ability to keep abreast of technological changes associated with supported environments.
Ability to research and propose cost effective solutions to complex problems.
Ability to analyze situations accurately and adopt an effective course of action.
Ability to plan, organize and prioritize work.
Ability to meet schedules and time lines.
Ability to work independently with little direction.
Ability to understand and follow oral and written directions.
Ability to communicate effectively, both orally and in writing.
Ability to supervise, train and provide work direction to others.
Ability to establish and maintain effective working relationships with others.

SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

Office environment; subject to occasional lifting; exposure to electrical hazards.