

JOB TITLE: Director, Information Technology

DEPARTMENT: Information Technology

LOCATION: Union Campus

REPORTS TO: Vice President, Finance & Administration

FLSA: Exempt

LEVEL: 209

DATE: 03/19/2018; 05/22/2014; 9/30/2009

POSITION SUMMARY: Plan, coordinate, and manage the overall operation of the Information Technology Department.

EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS: *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of master's degree; 5 Years related experience

ESSENTIAL TASKS: *Employee must be able to perform the following essential functions to the satisfaction of the employee's supervisor.*

- Provide vision, leadership and management of IT resource to help college meet its goals and objectives.
- Responsible for college-wide academic and administrative technology.
- Provides operational excellence to maintain a secure, up-to-date, comprehensive, efficient, focused, innovative information technology environment in support of institutional priorities and practices.
- Responsible for successfully managing multiple projects, priorities, and tasks.
- Creation, maintenance and communication of short, intermediate, and long-term Information Technology plans, including annual departmental institutional effectiveness plans.
- Supervision of information technology staff, including recommendations for hiring, promotions, and separations, leave approvals, annual performance evaluations, and professional development.
- Oversee research, coordination, and preparation of specifications for RFQ and RFPs and recommendations for hardware, software, and services acquisitions, in conjunction with the purchasing department.
- Development of guidelines, procedures, and standards within the information technology department and as they relate to the use of information technology within the college.
- Maintain confidentiality of information exposed to in the course of business regarding students, supervisors or other employees.
- Leads the development, writing, and implementation of the 3-year Technology Plan. Completes yearly updates, as needed.
- Provide technical architecture services in support of the academic and administrative services.
- Provide for appropriate professional development, internal training, and cross-training for department personnel as well as end users.
- Must have strong oversight experience for data and voice technology operations including helpdesk, ERP (SIS), and network.
- Supervise technical staff in design and implementation of large-scale systems and system improvements, reviewing and approving system specifications, detail design specifications, and program design recommended by staff.
- Collaborate regularly with appropriate college personnel to promote and improve services and to increase awareness of the administrative and instructional technology needs of the college.
- Develop, manage and monitor department budget.
- Establish and maintain a spirit of cooperation with all College departments.
- Coordinate the development, implementation and maintenance of programs and files with user departments.
- Manage the technology purchase process from concept to after purchase maintenance.
- Maintain up-to-date status to administration and constituency.
- Establish the priority of departmental services.
- Review equipment and software specifications and make recommendations for necessary changes including budget effects for short and long-range planning.
- Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.

- Ensure that all activities are conducted within the established guidelines of the Family Educational Rights and Privacy Act (FERPA).
- Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe manner with minimal supervision.

KNOWLEDGE, SKILLS, and ABILITIES: Thorough knowledge of systems design, control, and methods for manual and computerized applications. Familiarity with current trends in information technology. Knowledge of department and college policies, procedures, and practices with the ability to answer work related questions; and/or interpret and apply these guidelines correctly in various situations. Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments. Ability to plan, organize and implement assigned responsibilities and to work well under pressure to meet deadlines. Employee development and performance management skills. Excellent organizational, analytical and planning skills. Ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion. Ability to participate as a team member, ability to understand and interpret rules and regulations, and ability to adjust to change with a positive attitude. Skill in budget preparation and budget management. Ability to handle confidential material judiciously. Ability to prepare and analyze financial statements and reports. Ability to manage and work with personnel having a wide range of technical backgrounds. Ability to schedule and manage projects to meet projected completion dates. Ability to identify and document problems, potential problems, and maintain standards of documentation.

LEADERSHIP and COMMUNICATION SKILLS: Direct, manage, or lead others; may determine work procedures, assign duties, maintain harmonious relations, or promote efficiency; may develop and administer operational programs; and/or may write or present extremely complex papers and reports. Communicate with operational and functional leaders; read and interpret professional materials involving advanced bodies of knowledge. Ability to communicate effectively verbally and written to work with a diverse workforce and student population to prioritize and delegate projects, exchange ideas, information and opinions effectively with others to formulate policies and programs and/or arrive at decisions, conclusions or solutions. Strong interpersonal and communication skills. Ability to foster a cooperative work environment. Ability to establish and maintain effective working relationships with faculty, staff, other departments, students, and the public. Ability to make administrative/procedural decisions and judgments.

DECISION-MAKING and ANALYTICAL SKILLS: Decision-making is a significant part of job, affecting a large segment of the College Administration and the general public. Perform professional or managerial work including advanced data analysis and synthesis.

EQUIPMENT AND SOFTWARE: Utilize current College and/or department information technology including but not limited to, Microsoft Office, Outlook, Datatel, ImageNow, etc.; use, develop, or repair electronics or complex software (management information systems), hardware, or network systems; office machines such as telephones, fax machines, or copiers.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor. The employee may be required to work or meet in the evenings and/or on weekends. The employee may be required to travel out-of-state as well as locally to participate in meetings, conferences, and other activities related to the operations of the colleges.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to lift, carry, push, and/or pull up to 30 lbs; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

POSITIONS SUPERVISED: Enterprise System Administrator; Systems and Network Manager; Programmer/Analyst; Coordinator, Technical Services; Operations Technician

SIGNATURES: I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date

Supervisor Signature/Date

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