

**San Jose/Evergreen Community College District
Classified Management Job Description**

Position: Senior Director, Information Technology Infrastructure & Security

Department: ITSS

College: District Office

Date: 7/1/2017

POSITION PURPOSE

Under general direction of the Vice Chancellor of Information Technology and Institutional Effectiveness, the Senior Director of Information Technology Infrastructure & Security is responsible for the District's technology, infrastructure, networks and information systems to provide a secure, compliant, and scalable networking environment. This position oversees daily operations of all IT infrastructure resources, platforms and processes both on- and off-premise to ensure the availability, integrity, security and confidentiality of information systems and data in compliance with established regulations. This position is responsible for Disaster Recovery, Business Continuity and Incident Response according to recognized best practices. This position supervises and evaluates the performance of assigned personnel and oversees the work of applicable contractors and vendors.

NATURE and SCOPE

This position serves as an expert technical resource for the District regarding all network, server, information security, and telecommunications technologies. This position is responsible for the overall design, development, integration, implementation, and maintenance of networks (LAN/WAN), network servers and telecommunications systems; the coordination and development of projects including incident response and disaster recovery; supervision of assigned staff; and systems documentation. This position also oversees bond funded work as it relates to network and infrastructure projects supported by the District.

KEY DUTIES and RESPONSIBILITIES

1. Oversee the District technology infrastructure, networks and information systems which include data centers, networks, telecommunications, network servers, storage management, database management, virtualization, recovery management, threat management and data protection.
2. Manage all network servers that reside in the District Data Center and all related servers that reside at the College Data Centers and other off-campus locations.
3. Direct and lead the support for ERP infrastructure, file services, SharePoint, website infrastructure, wired/wireless networks, Wide Area Network, Internet access, Data Center, security infrastructure, incident response, authentication infrastructure (e.g., AD/Radius/Shibboleth), data backup, disaster recovery, phone services and remote access.
4. Confer with, and coordinate college and district technical groups regarding telecommunication technology capabilities, the feasibility of developing new network systems, and determining local and wide-area network requirements and modifications.
5. Develop and schedule priorities, assign responsibilities, ensure efficient and timely completion of projects, and prepare time and cost estimates and progress reports.
6. Participate in the evaluation, costing, selection, testing, and implementation of all network, server and telecommunications related systems. Recommend purchase decisions for system administration, network infrastructure and security.
7. Participate in long- and short-range planning efforts, including Bond funded project oversight and planning.

8. Plan, organize, and monitor network (LAN/WAN), telecommunication operations and performance upgrades; manage installation, upgrading and repair of local and wide-area network and telecommunication hardware, software, cabling and wiring.
9. Manage installation, upgrading and repair of local and wide-area network and telecommunication hardware, software, cabling and wiring.
10. Manage troubleshooting of network system problems and seek solutions or execute fixes. Supervise inventory of network hardware, software, and licensing. Review and maintain the documentation of information technology infrastructure.
11. Participate in the development of departmental standards and procedures, within District quality guidelines, ensure all projects and assignments comply with standards and regulations.
12. Develop policy, procedures and documentation for new technologies, security and customer service.
13. Supervise and evaluate the performance of assigned staff; interview and participate in selecting employees; orient, train, counsel, discipline and terminate personnel according to established policies and procedures
14. Confer with the Vice Chancellor regarding evaluation and selection of contract firms and conduct Internet research on potential suppliers.
15. Confer with hardware and software vendors to obtain information, resolve problems, and arrange and conduct demonstrations and evaluations.
16. Make technology infrastructure, systems, and security recommendations to the Vice Chancellor and implement solutions.
17. Provide Incident response framework and procedures for the Network and Systems team.
18. Perform other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

1. Principles, theories, methods, materials and equipment used in the analysis and development, design, installation, operation, and maintenance of telecommunications, LAN, and WAN technologies including operating systems, applications, protocols, and topologies.
2. Principles and methods used in Data Center Design, operations and maintenance for data center infrastructure (UPS, Generator, Electrical, etc.).
3. Information Security best practices for designing and implementing an information security program, hardware and software to provide security controls.
4. Knowledge of storage environments for servers including hypervisor software and hardware for server infrastructure, including data center switching.
5. Principles and practices of disaster recovery and business continuity.
6. Accessibility technology including compliance requirements for public higher education institutions (508 compliance).

7. Information Security framework and compliance requirement for PCI-DSS, HIPAA, FERPA and PII protections required by California and federal law.
8. Installation, maintenance, and support of network management software, server and telecommunication management software.
9. Management of multiple types of servers, including E-mail, web, network monitoring, disaster recovery, file, print, database servers, security, mass notification and police applications.
10. Writing technical documentation, policies and procedures.

Skills and Abilities to:

1. Establish and maintain cooperative working relationships with internal and external stakeholders.
2. Develop and maintain network, server and telecommunications systems, and ensure network and data security.
3. Manage vendors and evaluate new technologies as they apply to district needs.
4. Analyze complex network telecommunications issues or problems, evaluate alternative solutions, and make sound recommendations.
5. Analyze and define user problems and/or requirements and develop efficient, cost-effective network systems solutions, while communicating options and ramifications to stakeholders.
6. Plan, design, install, troubleshoot, and repair LAN, WAN, and telecommunication hardware and software, and fiber and copper media.
7. Develop and interpret departmental policies and procedures, within District quality guidelines, and see that they are clearly communicated and carried out.
8. Manage, assign, and schedule technical staff working at multiple locations.
9. Organize, plan, cost, and complete network development projects efficiently in accordance with District quality standards and within given budget constraints.
10. Communicate complex technology issues clearly orally and in writing, and make effective oral presentations.
11. Manage multiple networking projects simultaneously.

Education and Experience:

1. Bachelor's degree in an area that relates to the requirements of the position.
2. Five years of full-time experience managing information technology infrastructure, operations, security and service teams.
3. Demonstrated increasingly responsible project management experience with supervision of multiple teams including regular staff and contractors.
4. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the students we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

Licenses and Certificates:

1. Current or recent Network related certification or training strongly preferred.
2. Security certification or ability to obtain at least one certification within one year of hire: CISSP, CISM, CEH, CFI, or equivalent.

Working Conditions:

1. Typical office environment.
2. Data centers, network closets, tunnels, ladders, indoor, outdoor, hot/cold temperatures, noisy conditions, moving equipment, etc.
3. High volume of projects and mission critical systems to maintain and monitor
4. Requires working on some evenings, weekends, nights or holidays for scheduled maintenance projects and emergency response.

Date Approved: 9/12/2017

Salary Range: M 34 (reclassified from Network Technology Manager M30)

EEO Category: 2B1 - Executive/Administrative/Managerial