

San Jose/Evergreen Community College District
Classified Management Job Description

Position: Executive Director, Information Technology
Services & Solutions (ITSS)

Department: ITSS

POSITION PURPOSE

Under general direction, the Executive Director, Information Technology Services and Solutions (ITSS) plans, organizes, directs and integrates a major functional section of the ITSS department; plans, develops, acquires, implements, and operates software application systems, physical technology environment and enterprise data administration; develops information architecture and standards in collaboration with college partners; ensures security of systems and networks; oversees Districtwide user support; oversees bond-funded projects related to network and infrastructure developments supported by the District as part of renovation and new capital construction; researches emerging and innovative technologies; and performs other related duties as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below exemplify the work of the classification, and assigned duties may include work that is similar, related or a logical assignment to this class.

1. Plans, directs, controls, integrates and evaluates the work and activities of the ITSS department in the planning, development, acquisition, implementation and operation of software application systems, data center infrastructure, enterprise server systems, phone systems/services, and distributed IT operations.
2. Directs, integrates and evaluates enterprise resource infrastructure, networks and information systems including data centers, networks, telecommunications, virtualization, and threat management, incident response, and disaster recovery; develops and implements Enterprise Resource Planning (ERP) applications including Ellucian and cloud-based applications.
3. Develops and coordinates Districtwide short- and long-term plans for technology infrastructure development, maintenance, and support services; in partnership with District and college departments' leadership, defines strategic goals, objectives and high-level requirements consistent with the District Technology Master Plan.
4. With the Associate Vice Chancellor, ITSS establishes standards for the acquisition, acceptance, installation, maintenance and repair activities of hardware and software; monitors compliance with established standards; directs and participates in the evaluation, cost analysis, selection, testing and implementation of all computers, network, server and telecommunications-related systems; recommends purchase decisions for system and network infrastructure and security; manages related vendors and professional service providers.
5. Develops and maintains standards for the acquisition, acceptance, cleansing, storage and custody of District data; ensures compliance with standards related to privacy, data security, accessibility and other legal requirements for the use of data and applications; ensures accuracy of data and provides technical support for the production and transmission of all state and federal mandated data and reporting including annual and term-based submittals of Management Information Systems (MIS) data.
6. Conducts risk assessments to identify system vulnerabilities and develops appropriate methods for avoiding or mitigating potential risk; analyzes, develops, recommends, implements and

monitors the effectiveness of the District's security architecture, security programs, policies and procedures; develops data recovery and continuity management plans and protocols.

7. Provides technical advice and guidance to District and college administrators, faculty, and classified staff, and technology groups on the design, installation, modification, and operation of college-based information and communication systems' projects and equipment.
8. Directs the allocation of resources to achieve timely outcomes and measurable goals within budget; recommends IT spending and participates in collaborative resource planning processes to ensure high-quality services at an optimal cost to the organization; oversees the inventory of network and computing hardware, software and licensing; leads requirement development, selection, and implementation of new technology as part of the Education, Facilities, Technology, Security Master Plan and the Sustainability and Energy Master Plan.
9. Participates in the development and administration of the department budget; develops, implements and administers budget and operating policies, procedures and objectives for information technology expenditures for the colleges and District office.
10. Directs and manages the work assignments and performance of assigned staff; interviews and participates in selecting employees; trains, counsels, and disciplines personnel according to established policies and procedures.
11. Plans, directs and implements a portfolio of technology projects; develops, maintains and monitors tools for assigned projects; develops project objectives and milestones and prioritizes requests; forecasts total cost of ownership and delivers status updates to end-clients.
12. Supports the District initiative of accessibility technology including compliance requirements for public higher-education institutions; provides technical advice and guidance to District and college administrators, faculty, classified staff and technology groups on the design, installation, modification, and operation of college-based information and communication systems and equipment; coordinates with appropriate college administrators to provide college-wide training and assistance on the use of software and hardware in instructional and administrative areas.
13. Establishes the skills and competency requirements of information technology staff based on current needs and emerging technologies; plans and facilitates training and professional development opportunities for assigned staff.
14. Represents the department on a variety of college and District committees; liaises with the California Community College Chancellor's Office; represents the District at regional and state meetings relevant to assigned human resources areas.
15. May act for the Assistant Vice Chancellor, ITSS in that individual's absence.
16. Fosters an environment that promotes inclusiveness, diversity, trust and respect.
17. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Advanced principles, methods and practices applicable to technology design, technology accessibility compliance, and effective project management.
2. Formalized systems analysis techniques, structured design techniques, and information systems implementation modeling.
3. Enterprise Resources Planning systems, implementation, development, operations, maintenance and support.

4. Computer programming languages, utilities and applications used in the District.
5. Database management systems, data governance, reports, data warehouses and dictionaries.
6. Network operating systems and management tools, audio-visual equipment, distance education equipment, television operations and cabling infrastructures.
7. Computer hardware, software and peripheral hardware commonly used in academic computing.
8. Methods, materials, media and equipment used in the analysis and development, design, installation, operation and maintenance of telecommunications, LAN and WAN technologies and servers including operating systems, applications, protocols and topologies.
9. VoIP Infrastructure and communication systems and architecture.
10. Intrusion detection, SPAM, network security requirements, procedures, implementation and administration.
11. Management of multiple types of servers, including E-mail, Web, Network Monitoring, Disaster Recovery, File, Print, Application and Database servers.
12. Federal, state and other applicable laws and regulations and District policies and procedures governing information systems and including applicable sections of the California Education Code, Title 5.
13. Theories and techniques of negotiation, mediation and conflict resolution.
14. Principles and practices of effective management and supervision.
15. Principles and practices of strategic planning.
16. Budget preparation and monitoring policies and procedures.
17. Principles and practices of organizational improvement and culture change.
18. Board Policies, Administrative Regulations, Accrediting Commission for Community & Junior Colleges Standards, Human Resources procedures and collective bargaining agreements.

Skills and Abilities to:

1. Plan, organize, direct and evaluate daily operations of assigned ITSS programs and services.
2. Provide leadership in planning and implementing a complex and integrated program of information technology.
3. Effectively communicate, listen, understand and be sensitive to District and college-specific technology needs, issues and concerns.
4. Develop and maintain application, network, server and telecommunications systems, and ensure network and data security.
5. Manage vendors and evaluate new technologies applicable to District and college needs.
6. Develop and maintain network and telecommunications systems and ensure network and data security.
7. Analyze complex personnel and network telecommunications issues or problems, evaluate alternatives and make sound recommendations.
8. Analyze and define user problems and requirements and develop efficient, cost-effective resolutions.
9. Plan, develop, and manage large and complex budgets.
10. Plan, organize, and manage complex formal and informal purchasing processes, including negotiations with vendors for hardware and software acquisitions.

11. Apply sound, critical thinking skills in evaluating options and alternatives, reaching conclusions and recommending appropriate courses of action.
12. Prepare clear and concise reports, position papers, internal and external communications, presentations and other written materials for a variety of audiences.
13. Present solutions to management with confidence and effectiveness
14. Direct, schedule, coordinate and evaluate the work of assigned employees.
15. Communicate effectively both orally and in writing, including writing complex proposals and producing written market-oriented material.
16. Build and foster knowledgeable, cohesive and effective work teams.
17. Establish and maintain cooperative and effective working relationships with others.
18. Operate a computer, assigned office equipment and standard business applications.

Education and Experience:

1. Bachelor's degree from an accredited institution in information systems, computer science, business administration or a closely related field.
2. Seven years of applicable experience administering assigned information technology areas, including three years at a supervisory or manager level.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, 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.

Desirable Qualifications:

1. Experience in a multi-college, higher-education environment.
2. A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program or the ability to travel to other District campuses and locations.
3. Desired certifications:
 - CISSP, CISM, CEH, CFI, or equivalent
 - CompTIA IT Fundamentals+ (ITF+), Network+; Security+
 - Microsoft Technology Associate (MTA)
 - Project Management Professional (PMP) or comparable certification
 - Systems Security Certified Practitioner

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, subject to frequent interruption and intermittent exposure to individuals acting in a disagreeable fashion. The employee may be required to travel to locations other than assigned work site, and occasional evenings, holiday and/or weekend work may be required.

Physical Demands:

While performing the duties of this class, the employee is primarily in a stationary position and is required to move about the office to access office machinery, files, etc.; perform constant operation of a computer and other communication and office equipment; observe details at close range; and move or lift up to 25 pounds.

Mental Demands:

While performing the duties of this class, employees are regularly required to accurately communicate information and other ideas so that others will understand using written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks; work with frequent interruptions; work independently and under intensive deadlines; and interact with District managers, staff, the public and others encountered in the course of work.

Board Approved: 12/09/2025

Salary Range: M34

EEO Category: 2B1- Executive/Administrative/Managerial