

**ASSOCIATE VICE CHANCELLOR, INFORMATION SYSTEMS AND OPERATIONS**

**DEPARTMENT:** Technology Services

**COLLEGE:** Central Services

**SALARY GRADE:** [A2/A3 - K](#)

**POSITION PURPOSE:**

Reporting to the Vice Chancellor of Technology, responsible for the development, maintenance, operation, and support of the hardware and software application systems used in support of business services, instructional administration, student support services, and other administrative operations of the District (e.g., FRS, HRS, SIS, email, Institutional Research databases, web servers, student registration). Leads the planning, development, acquisition, implementation, and operation of software application systems and data administration; develops information architecture and standards; directs the management and maintenance of centralized and distributed server systems and operations.

**NATURE and SCOPE:**

This position is responsible for recommending technologies which determine future development and direction; determining which technologies will have the greatest impact on the district's information systems (FRS, HRS, SIS); conducting technical evaluations and studies; improving Information Systems effectiveness and efficiency; improving technology life cycles; providing users access to knowledge bases; creating new ways to retrieve data easily; identifying hardware and software standards; maintaining security of systems; directing capacity planning, systems failure analysis and resolution, and preparing the budget.

**KEY DUTIES and RESPONSIBILITIES:**

The following duties and responsibilities are typical but not limited to the following:

1. Provides direction and clearly describes methods to improve district information technology delivery and efficiency.
2. Provides district-wide leadership to assure the integrity, reliability, and security of computerized information.
3. Stays current on advances in information technology, provides recommendations on new systems as appropriate.
4. Develops and coordinates district-wide long and short-range plans for systems development, maintenance, security, production activities, and support services.
5. Works with administrative departments to define business requirements and applies appropriate hardware and software technologies to meet requirements.
6. Provides technical advice and guidance to district and college administrators, faculty, and classified staff on the design, installation, modification, and operation of college-based information systems, academic and communication projects and equipment.
7. Develops specifications for new systems components and oversees the acquisition/development, installation, testing, and implementation of administrative support software and systems.
8. Works collaboratively with other technology administrators to define hardware requirements in support of administrative systems and to monitor the performance and security of administrative application servers, and to define and implement appropriate training and support services for administrative systems users.
9. Work with other District administrators and technology managers to design and implement access security and internal control functions.

10. Directs the operations of the district data center operations and systems administration support.
11. Leads in developing and effectively managing assigned technology projects and operational resources
12. Interfaces with industry and academic organizations to maintain state-of-the-art knowledge in emerging technologies, and enhance the district's image.
13. Identifies and monitors mandatory and appropriate communication standards and protocols, and standards of hardware and software.
14. Directs and supervises the activities and services of the Information Systems and Operations staff in providing services to faculty, staff, administration, and students; establishes standards of performance and methods of operation; assigns and monitors workloads and projects; and evaluates staff.
15. Develops and manages the budget for departmental operations.
16. Supports, implements, and promotes compliance with the District's Diversity and Equal Opportunity Plan in all aspects of employment and education; encourages cultural and ethnic diversity in staffing, curriculum, programs, and services.
17. Assures compliance with the District's Injury and Illness Prevention Program; maintains a safe work environment, enforcing safe work practices, reporting and investigating accidents, maintaining necessary documentation, and requiring employees to receive mandated training.
18. Performs related duties as assigned.

## **EMPLOYMENT STANDARDS**

### **Knowledge:**

1. Mission and objectives of the District as they relate to information systems and computer services.
2. Project management, leadership, and supervision.
3. Understanding of change management, financing, action planning, and strategic planning.
4. Computers and accompanying technology.
5. Policies and procedures related to community colleges and federal grants.
6. Educational institution operation, related laws, regulations, public policies and administrative practices, including FERPA, HIPAA, and other federal and state regulations regarding security of student and employee data.
7. Data Center Operations management, systems administration, and systems hardware and software configuration and management.
8. Disaster planning and records management.

### **Skills and Abilities:**

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide leadership in planning and implementing a complex and integrated program of information technology.
3. Communicate effectively both orally and in writing, including writing complex proposals and producing written reports.
4. Ability to achieve results through others.
5. Strong conceptual skills and analytical abilities.
6. Demonstrate commitment to customer service and end user satisfaction.
7. Organizational skills.
8. Manage several projects at one time.
9. Maintain excellent communications with non-technical system users.

### **Education and Experience:**

1. Bachelor's degree from an accredited institution.

2. Five years demonstrated experience in managing complex software implementation projects in a multi-department environment or five years managing an enterprise-wide information system, preferably in higher education.
3. Experience in developing, and managing vendor relationships.
4. Three years demonstrated experience managing systems and data center operations.

Preferred Qualifications:

1. Master's degree.

**WORKING CONDITIONS:**

**Environment:**

1. Office environment.
2. Data center operations environment

**Physical Abilities:**

1. Hearing and speaking to exchange information in person and on the telephone and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision sufficient to read various materials.
4. Sitting for extending periods of time.
5. Bending at the waist.
6. Lifting and carrying objects up to 20 lbs.

Date Approved: March 2006; Revised: March 2021

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Creditable Service: PERS