



## Office of Human Resources and Equal Opportunity Administrator Job Description

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### ASSOCIATE VICE CHANCELLOR, NETWORKS AND CLIENT SERVICES

**DEPARTMENT:** Technology Services

**COLLEGE:** Central Services

**SALARY GRADE:** A2/A3 - L

#### POSITION PURPOSE:

Reporting to the Vice Chancellor of Technology, manages and operates the District's campus voice, video, and data networks, network operating systems, database systems; oversees the management and maintenance servers and cloud-based systems; develops, implements, and maintains the network and server security systems; oversees the network and systems support for the administrative systems such as email, Office 365, FRS, SIS, HRS, Institutional Research data-bases, web servers, and student registration systems.

#### NATURE and SCOPE:

The position manages assigned supervisors and departments, and is responsible for establishing goals and objectives for the division; setting network and server standards and security levels for the District; establishing appropriate policy and security protocols; determining appropriate response in emergency situations that threaten security; establishing appropriate service levels; setting and meeting user expectations for service; educating users to resource limitations; improving technology life cycles; identifying hardware and software standards; keeping current with technology developments; chairing the sub-committees on network policy and computer hardware standards; hiring; staff evaluations; and preparing the department budget.

#### KEY DUTIES and RESPONSIBILITIES:

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

1. Manages department resources to ensure reliable and efficient operation of the network and network services.
2. Manages and supervises the operation of assigned servers.
3. Consults with appropriate administrators, faculty, and staff to develop, recommend, implement, and support systems, network architectures and standards.
4. Consults and advises faculty and staff in the capabilities and use of District network facilities.
5. Recommends and implements network security mechanisms and operational procedures.
6. Oversees the administration of network systems and services to maintain adequate security and performance of network resources.
7. Directs and supervises the activities/services of the Networks and Client Services staff.
8. Establishes standard of performance and methods of operation.
9. Hires, supervises, and evaluates staff.
10. Develops and oversees the budget.

11. Works collaboratively with other technology administrators to determine network service requirements in support of campus and District operations, academic computing and instructional technologies, identifies resources necessary to support required levels of service, and develops implementation and operations plans to provide levels of service.
12. 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.
13. Assures compliance with the District's Injury and Illness Prevention Program by providing motivation, incentives, and discipline to assigned staff; maintains a safe work environment, enforcing safe work practices, reporting and investigating accidents, maintaining necessary documentation, and requiring employees to receive mandated training.
14. Performs related duties as assigned.

## EMPLOYMENT STANDARDS

### Knowledge:

1. Mission and objectives of the District as they relate to information systems and services.
2. Project management, leadership, and supervision.
3. Understanding of the telecommunications field and systems and common carriers.
4. Networking topologies, networking protocols and operations, operating systems, software applications,
5. Understanding of changing management, financing, action planning, and strategic planning.
6. Computers and accompanying technology.
7. Policies and procedures related to community colleges and federal grants.
8. Educational institution operation, related laws, regulation, public policies and administrative practices.

### 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 market-oriented material.
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.

### MINIMUM QUALIFICATIONS:

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. Bachelor's degree and three years experience managing technology services and infrastructure related to the requirements of the position, or equivalent combination of education and experience.

3. Experience in developing, managing, and implementing complex budgets.

Preferred Qualifications:

1. Master's degree preferred.

WORKING CONDITIONS:

Environment:

1. Typical office 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 extended periods of time.
5. Bending at the waist.
6. Lifting and carrying objects up to 20 lbs.

Date Approved: March 2006; Revised: September 2024

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Creditable Service: PERS