



## **MANAGER, INFORMATION TECHNOLOGY INFRASTRUCTURE**

**Department:** Educational Technology Services (ETS)

**College:** Central Services

**Salary Grade:** A2/A3 - G

### **Position Purpose**

Under the direction of Director of Strategic Planning and Operations, this position serves as ETS' representative to oversee, plan, organize, and direct the implementation of the ETS Infrastructure Standards. This includes ETS's participation in district and college construction and facilities upgrade projects, as well as managing the work of telecommunications contractors, subcontractors, design professionals, and consultants.

The Manager, IT Infrastructure directs liaison activities and collaboration between ETS and bond program and project managers, district Facilities, college representatives, project stakeholders, contractors, subcontractors, design professionals, consultants, and engineers during the planning, design, construction, and post-occupancy phases of projects. The manager also assists with the coordination and tracking of ETS bond funds and directs and guides ETS staff assigned to network and telecommunications infrastructure activities.

### **Nature and Scope**

The Manager, IT Infrastructure oversees and directs the implementation of ETS Infrastructure Standards within district construction and facilities projects, and also within ETS-managed network, telecommunications and computing facilities projects, maintenance, and support. This role is responsible for representing ETS in district and college construction projects and assists with the coordination and tracking of ETS bond funds.

### **Key Duties and Responsibilities**

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

1. Oversees, plans, organizes, and directs the implementation of the ETS Infrastructure Standards.
2. Represents ETS's participation in district and college construction and facilities projects, the work of network and telecommunications contractors, subcontractors, design professionals, and consultants.
3. Directs liaison activities between ETS and bond program, project managers, district vendor partners, district Facilities, college representatives, project

stakeholders, contractors, subcontractors, design professionals, consultants, and engineers during the planning, design, construction, and post-occupancy project phases.

4. Directs and guides ETS staff assigned to network and telecommunications infrastructure activities.
5. Assists with the coordination and tracking of ETS bond funds.
6. Ensures projects are planned, designed, and constructed according to specifications.
7. Collaborates with district Facilities, colleges, architect design teams, project managers, vendors, and contractors on construction projects, blueprint drawing reviews, submittals, RFIs, shop drawings, site walks, in-field guidance, and miscellaneous cabling projects.
8. Researches, meets with vendors, evaluates equipment, recommends, specifies, acquires, and manages the installation and configuration of equipment and systems.
9. Oversees and directs district and contractor personnel in planning, design, construction, testing, start-up, acceptance, and closeout of assigned projects.
10. Communicates with and represents ETS at district and college meetings and meetings with other agencies. Serves on assigned committees.
11. Designs reports and analyzes data for management status and reporting requirements.
12. Continually monitors individual staff and contractors to ensure the meeting of specific deadlines and assists department personnel in the completion of duties as necessary.
13. May supervise, direct, and evaluate employees.
14. Maintains current knowledge in the area of expertise.
15. Performs other related duties as assigned.

## **Employment Standards**

### **Knowledge:**

1. Networks and telecommunications, including structured cabling and equipment facilities environments.
2. Computer hardware systems and software applications.
3. Principles and practices of managing technology equipment facilities.
4. Technical aspects of the field of specialty such as fiber and copper cabling and pathways, network and telecommunications equipment facilities, Division 27 Communications Design Guidelines, blueprints, and telecommunications infrastructure contracts.
5. AutoCAD or similar drawing programs, and the use of ERP systems and project management software.
6. Proper methods of storing equipment, materials, and supplies.
7. Operation and care of specialized technology equipment.
8. Inventory methods and techniques.
9. Health and safety regulations and procedures.

10. Project management procedures and techniques.
11. Budget preparation and control.
12. Principles and practices of supervision and training.
13. Interpersonal skills using tact, patience, and courtesy.
14. Record-keeping principles and practices.
15. Oral and written communication skills.

**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. Communicate effectively both orally and in writing, including writing and reviewing complex proposals.
3. Manage projects with multiple stakeholders and vendors effectively, using principles of project management and supervision.
4. Demonstrated experience with contractors, subcontractors, inspectors, and other building trades.
5. Read and understand building design drawings, blueprints, or other technical diagrams.
6. Use Windows or Apple/Mac computers to complete assignments.
7. Demonstrated experience with the procurement and management of telecommunications infrastructure vendors and equipment (structured cable, racks, cabinets).
8. Manage multiple projects and/or an increasingly complex set of activities.
9. Solve problems with initiative and ingenuity.
10. Work under stringent timelines and budgets.
11. Work independently with infrequent direct supervision and be self-motivated.
12. Experience working with labor contracts and/or a represented workforce.
13. Train and guide staff.
14. Establish and maintain cooperative and effective working relationships with others.
15. Maintain current knowledge of technological advances in the field.
16. Plan and organize work; Meet schedules and timelines.

**Education and Experience:**

1. Any combination equivalent to: Bachelor's Degree in a related field and two years of related experience.

**Preferred Qualifications:**

1. Familiarity with Project Management best practices and tools.
2. Two years in a leadership or supervisory role on a major project.
3. Four years of related experience.

**License and Certifications:**

Possession of a valid California Driver's License.

**Working Conditions:****Environment:**

1. Typical office environment; subject to some travel to conduct work and physical activities.

**Physical Abilities:**

(Reasonable accommodation will be made for individuals on a case-by-case basis.)

1. Communicate and 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 15 lbs.

**Date Approved:** December 2009; Revised: August 2022; September 2025

**Ed Code:** H-11

**Creditable Service:** PERS