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General Function:
A senior-level/project lead position focusing on the entire system development life cycle as needed by the Information Technology Services department in delivering service and support to clients. Role includes business analysis, project management and financial analysis. Performs a variety of moderately to highly complex tasks required for the support of user and system requirements.

Characteristic Duties and Responsibilities:
1. Directs network support staff in the planning, acquisition, implementation, integration, and support of voice and data network hardware and software, and performance of routine maintenance. Plans and delivers a high level of remote and on-site support, selects qualified personnel for level support, and trains existing and new personnel required. Responsibilities include, but limited to, networking, servers, storage, data center, cloud computing, telephony (VOIP), access control, and security.
2. Directs performance tuning and capacity planning activities to enhance the performance of the network resources and the College data centers. Forecast technology changes impacting demand and reviews analytics of system and network utilization and availability to develop recommendations for future planning.
3. Directs the planning and performance of network and system availability including overseeing network architecture to provide redundant system in key areas, routine backups, and archival of files stored on the network to assist in recovery efforts.
4. Directs the evaluation of various hardware and software and service resources to identify strengths, weaknesses and potential benefits fit for the college. Analyzes user support statistics and other data and implements appropriate measures. Researches cost effective technology service delivery models, develops specifications and evaluates options for network infrastructure, equipment, software and hardware.
5. Participates in construction planning and supervises technology related areas of new construction and renovation projects. Communicates with vendors, clients, management, and technology staff.
6. Prepares recommendations and effectively manages budgets for areas of responsibility. Negotiates technology procurements and contracts.
7. Recommends network direction including policy and standards with input from the campus community.
8. Establishes general schedules and priorities for system, programming standards, communications, and other support projects.

The intent of this job description is to provide a representative summary of the essential functions that will be required of positions given this title and should not be construed as a declaration of specific duties and responsibilities of any particular position. Employees will be assigned specific job-related duties through their hiring departments. Specific job-related duties assigned by hiring departments shall be consistent with the representative essential functions listed above and shall not be construed as expanding a particular position’s role, scope, FLSA status, or grade. February 2013
Job Description

Job Title: Executive Director of Technology Infrastructure Services
Grade: P
Department: Information Technology Services
FLSA: Exempt

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9. Other duties as assigned.

Reporting Relationships:

Direction Received: Reports to the AVP Technology and Chief Information Officer

Direction Given: May coordinate and lead less experienced staff and student employees; provides functional direction project team members

Minimum Requirements:

Associate Degree from a regionally accredited institution in related field and 12 years of experience in network services environment, and telecommunications

Knowledge, Skills, Abilities and Worker Characteristics:

- Extensive knowledge in the use of technology in higher education
- Extensive knowledge of digital voice and data telecommunications systems and performance tuning
- Knowledge of computer operating systems, software and hardware configuration
- Knowledge and experience at all OSI Levels of networking technology, from physical infrastructure components to application level communication
- Knowledge and experience in TCP/IP, and other current industry standard networking/telephony protocols Microsoft Exchange, Microsoft Lync and other enterprise messaging systems
- Knowledge and experience in server and client virtualization
- Knowledge and experience in project planning, implementation and management
- Knowledge of local data center design/management and cloud computing
- Demonstrated commitment to customer and team-oriented management
- Demonstrated management of technical team while providing vision and developing strategic goals
- Excellent analytical, organizational and communications skills

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Job Title: Executive Director of Technology Infrastructure Services

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**Working Conditions:**

Typical office environment

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