



## Job Description

<b>Job Title:</b>	Director Infrastructure Systems and Services	<b>Grade:</b>	O
<b>Department:</b>	Information Technology Services	<b>FLSA:</b>	Exempt

*The incumbent in this job is expected to assist the College in achieving its vision and mission. Customer focus, college service, and a willingness to assist as needed are expectations for all employees.*

### **General Function:**

Directs and oversees the team which architects, implements, monitors and maintains the infrastructure systems. Position will supervise highly technical staff and manage complex projects as needed by Information Technology Services and its' clients.

### **Characteristic Duties and Responsibilities:**

1. Develops and implements policies and procedures related to infrastructure systems hardware and software acquisition, use, support, security, and backup.
2. Oversees operations and processes relating to mission critical systems.
3. Communicates with other departments to report and resolve software, hardware, and operations problems.
4. Coordinates the installation and testing of software upgrades, the collection and analysis of network and memory utilization, and the development and implementation of disaster/recovery procedures.
5. Provides extensive vendor management. Assists in negotiation and coordinating activities of hardware, software, network, life safety and support vendors.
6. Meets with users to determine quality of service and makes necessary adjustments to accommodate their needs.
7. Coordinates unit's activities to ensure a smooth flow of operations by setting priorities, establishing goals, and assisting in the development and implementation of internal policies and procedures.
8. Supervises staff for unit, including hiring, termination, training and evaluation decisions.
9. Makes budgetary recommendations to upper management, and monitors expenditures against approved budget.
10. Performs as back-up for Executive Director as needed.
11. Other duties as assigned



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### **Reporting Relationships:**

**Direction Received:** Reports to the Executive Director Technology Infrastructure Technologies

**Direction Given:** Direct supervision of assigned staff

### **Minimum Requirements:**

Bachelor's Degree from a regionally accredited institution in Information Technology or related field and four to six years of experience in information technology;

Or

Associate Degree from a regionally accredited institution in Information Technology and eight to ten years' experience

A combination of coursework and experience may substitute for a degree

### **Knowledge, Skills, Abilities and Worker Characteristics:**

**Breakthrough thinking:** The ability to think strategically and radically about new ways of responding to rapidly changing technology and continually evolving customer needs.

**Organizational Awareness:** The ability to learn who to approach and how to get things done by understanding the influences of formal structures and decision-making processes, informal power structures, climates, culture, organizational politics.

**Team Commitment:** The ability to work co-operatively with others across internal teams and the organization to achieve shared goals. Place a high value on being part of a team and act to further the interests of the team or the organization above their own

**Service Orientation:** The ability implement solutions that are responsive and satisfactory to the customer's need while aligning with the school's policies and commitments



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Ability to lead and motivate other employees  
Ability to maintain effective working relationships with those contacted in the course of work  
Ability to efficiently manage time and organize work  
Ability to communicate clearly, verbal and written

Understanding technical concepts, reporting techniques, statistical measurement and analysis

Advanced-level ability to operate, install, maintain, configure and troubleshoot highly technical solutions

### **IT Technical Skills:**

Working Knowledge of:

- Server Hardware
- Windows and Linux Server Operation Systems
- Database management and tools
- System Management tools
- Storage virtualization
- Data networking
- Server virtualization

### **Working Conditions:**

Typical office environment