

CHIEF TECHNOLOGY OFFICER

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Information Technology Department, including District-wide information systems infrastructure, network administration, academic technology support, and telecommunication systems; directs and administers the information technology support operations and activities of the District, including installation, maintenance, and upgrade of all network, telecommunications, and computer infrastructure; coordinates assigned activities with other District departments, officials, outside agencies, and the public; fosters cooperative working relationships among District departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the Vice President, Administrative Services in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Vice President, Administrative Services. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is a Department Head classification that oversees, directs, and participates in all activities of the Information Technology Department, including short- and long-term planning and development and administration of departmental policies, procedures, and services. This class provides assistance to the Vice President, Administrative Services in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy and District functions and activities, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the Vice President, Administrative Services in that the latter is responsible for the overall management of all functions in the Administrative Services Division.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Assumes full management responsibility for all Information Technology Department programs, services, and activities, including information systems infrastructure, network administration, academic technology support, and telecommunication systems.
2. Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within District policy, appropriate budget, service, and staffing levels.
3. Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
4. Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.
5. Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
6. Oversees and manages the administration and maintenance of the District's information technology infrastructure; evaluates, selects, and approves District-wide computer purchases.
7. Directs the planning and maintenance of the District's administrative software system,
8. Oversees long-term information systems strategies to plan for and control network upgrades and growth; evaluates and implements new technologies; encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
9. Develops and oversees an enterprise systems architecture, defining standards and protocols for data exchange, communications, software, and interconnection of District network information systems.
10. Updates and maintains the IT Master Plan; provides strategic advice on evaluation, selection, implementation, and maintenance of information systems, ensuring appropriate investment in operational systems and security.
11. Conducts a variety of District-wide technology-focused organizational and operational studies; recommends modifications to systems, policies, and procedures as appropriate.
12. Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine District needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.

13. Represents the department to other District departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
14. Prepares and conducts various end-user training sessions on IT system operations and functionality to encourage effective use of computing systems and data.
15. Chairs and participates on a variety of boards, commissions, and committees.
16. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology and other services as they relate to the area of assignment.
17. Directs and participates in utilizing a variety of computerized reports utilized in District planning.
18. Maintains and directs the maintenance of working and official departmental files.
19. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
20. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President, Administrative Services.
21. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
22. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
23. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
24. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
25. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
26. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
27. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
28. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
29. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.

3. Public agency budget development, contract administration, District-wide administrative practices, and general principles of risk management related to the functions of the assigned area.
4. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration.
5. Principles and practices of information technology infrastructure and program management.
6. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
7. Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record-keeping, technical report writing, and preparation of correspondence and presentations.
9. Modern office practices, methods, and computer equipment and applications related to the work.
10. English usage, grammar, spelling, vocabulary, and punctuation.
11. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, and regulatory organizations.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
5. Provide administrative and professional leadership and direction for the department and the District.
6. Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
7. Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.

10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of IT programs and administrative activities.
12. Conduct effective negotiations and effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Establish and maintain a variety of filing, record-keeping, and tracking systems.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in computer science, management information technology, or a related field; and
2. Ten (10) years of management and/or administrative experience in information technology.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and classroom setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023