

**INFORMATION TECHNOLOGY
TECHNICAL SERVICES SUPERVISOR
(District Office)**

DEFINITION

Under the direction of the assigned administrator, the Information Technology (IT) Technical Services Supervisor (District Office) is a working supervisor charged with the responsibility to plan, organize, supervise and participate in the activities of the District IT Technical Services Team within Network Engineering, Cybersecurity, Server/Platform Engineering, Cloud Services, Unified Communications, and Physical (Layer 1); ensure timely and accurate problem solving, system testing, and change management; maintain user relations; assure compliance with District policies and principles of good IT practices; prepare internal and external documents and activity reports.

TYPICAL DUTIES

Plan, supervise and participate in the implementation and maintenance of physical and virtual network, server and storage environments, wired and wireless environments, telephony, multi campus network, Cybersecurity and application software, database systems, web and application servers, and client computing environments; assure compliance with District policies and IT Department procedures; ensure system and data security, implement support procedures, including maintaining inventory and ensuring operational performance of District Hybrid (on prem and multi-cloud) technology infrastructure and equipment, smart classrooms and meeting rooms; monitor and supervise version upgrades and enhancements of network/desktop operating systems and application software; recommend changes in procedures as appropriate; respond to verbal, written, and electronic inquiries from clients regarding status of work requests, backlog, and issues; supervise, train, and evaluate assigned employees; establish team goals according to guidelines; provide technical expertise to employees and other IT Department employees; resolve issues and coordinate activities; participate in interviewing and selecting new employees; coordinate departments' operations with faculty and participating agencies/colleges and make basic arrangements such as program format and adherence to timelines established for projects; confer with College and District Office Departments to coordinate efforts and enhance network systems and capabilities; maintain budgetary expenditures for departments' operations, equipment, supplies and materials; operate office equipment such as computers; perform other related duties as assigned.

QUALIFICATIONS

EXPERIENCE

Two years of experience in a lead or supervisory position in any field. Four years experience in computer/network system analysis, design, programming, testing, implementation and user relations (the required lead/supervisory experience may also be used towards meeting this requirement, if in the required fields).

One year of experience is equal to 12 months of experience at 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

EDUCATION

Bachelor's degree from an accredited institution in MIS, Computer Science, Business, or a related field.

KNOWLEDGE OF

Principles and practices of effective leadership, supervision and training; applicable federal, state and local laws and regulations, such as Education Code, Labor Code; applicable District policies, regulations, collective bargaining agreements, standard operating procedures and objectives of assigned programs; current industry practices; IT system analysis and design, such as advanced networking and routing protocols, such as, deep understanding of Wide Area Network (WAN), Local Area Network (LAN), Border Gateway Protocol (BGP), Open Shortest Path First (OSPF), load balancers, firewall, Data Center/Cloud networking and cloud interconnects; security posture, such as, cybersecurity frameworks, including Intrusion Detection/Prevention Systems (IDS/IPS), Identity and Access Management(IAM), Endpoint Managed/Detection and Response (EDR/MDR), encryption, data confidentiality and threat mitigation; cloud fluency, such as, Amazon Web Services (AWS) and/or Microsoft Azure governance and infrastructure-as-code concepts; systems engineering, such as, Active Directory, virtualization (VMware/Hyper-V), storage arrays, and platform automation; emerging technology, such as, Artificial Intelligence/ Machine Learning (AI/ML) infrastructure requirements and lifecycle management; communication, such as, translation of complex technical terminology into actionable business insights for non-technical stakeholders; implementation and maintenance, application development methodologies, procedures, principles, and practices; digital media and content production; rules and regulations pertaining to IT activities and data confidentiality, IT department organization, operations, policies and objectives; interpersonal skills using tact, patience and courtesy; equipment; budget preparation and control; oral and written communication skills; modern office practices, procedures, .

ABILITY TO

Perform the essential functions of the position; supervise and prioritize the work of assigned areas of responsibility; select, train and evaluate employees; accurately apply and explain laws, regulations and policies; identify, implement, and maintain sustainable systems, materials, equipment, and practices; participate in activities and operation of a District IT department; supervise and coordinate department functions including user requirements, prioritizing, workload management, quality assurance, and configuration/change management; adapt to a continually evolving IT landscape; manage projects from planning through delivery; make practical, budget-conscious decisions grounded in technical expertise; prepare complete and concise reports; recommend District-wide processes and procedures for services; prepare, review, verify and process relevant forms and documents; obtain verbal and written price quotations; purchase goods and services in compliance with specifications and financial constraints; expedite software upgrades and enhancements to facilitate user requirements; may prepare complex system technical specifications; evaluate product capability and cost effectiveness; analyze situations appropriately, develop courses of action to resolve problems, and implement solutions; meet schedules and timelines; prepare clear, complete and concise reports; maintain accurate and organized records; communicate information and give instructions clearly, concisely and logically to others; prepare and deliver presentations; utilize current technology to effectively perform responsibilities; establish and maintain cooperative and effective working relationships with others; use interpersonal skills such as tact, patience and courtesy; work cooperatively with the public, students and employees; exercise initiative and sound judgment; work well in a group setting as well as independently with little direction or guidance; exercise discretion and confidentiality..

Collaborate and foster inclusion in a diverse organization.

Have sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of individuals.