

SENIOR DIRECTOR, INFORMATION TECHNOLOGY

JOB SUMMARY

Under the direction of the area administrator, provide strategic and operational leadership for the District's administrative enterprise software application systems and network infrastructure; plan, organize, and manage the secure, reliable, and efficient operation of enterprise applications and a resilient, scalable technology infrastructure supporting voice, data, video, and wireless communications across the District. This role ensures enterprise systems, network infrastructure, and assigned areas of technology services are aligned with institutional goals, regulatory requirements, and industry best practices, while promoting coordination and collaboration across Information Technology functional areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements and duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.

1. Provide leadership and oversight for technology service operations supporting enterprise systems, network infrastructure, and end-user access, including intake, triage, escalation, and resolution of technology incidents and service requests.
2. Ensure system availability, performance, data integrity, security, and compliance with reporting and other applicable state and federal regulatory requirements.
3. Plan, organize, and oversee the administration, configuration, maintenance, and enhancement of the Student Information System (SIS), including oversight of integrations, APIs, data exchanges, and interfaces with third-party systems.
4. Lead or oversee cross-functional projects including system upgrades, integrations, infrastructure refreshes, and service improvements; set priorities, initiate new projects, and issues directives regarding information systems services.
5. Provide strategic leadership and oversight for the design, operation, security, and maintenance of District network infrastructure, servers, storage, virtualization platforms, and cloud-hosted environments supporting enterprise systems.
6. Evaluate service delivery within assigned areas of responsibility to support consistent, effective, and responsive information technology services; advise the Chief Technology Officer (CTO) on emerging technologies, system modernization strategies, operational risks, and service improvements.
7. Serve as a primary liaison with technology vendors supporting assigned areas of responsibility; oversee related contracts, licensing, and service agreements.
8. Participate in budget planning, cost analysis, and resource prioritization related to enterprise applications, network infrastructure, and assigned areas of technology services.
9. Ensure high availability, system monitoring, backup, disaster recovery, and business continuity for mission-critical applications and network infrastructure.
10. Designs, establishes, and maintains an organizational structure and staffing to effectively

accomplish the organization's goals and objectives; plan, assign, supervise, and evaluate the work of technical and professional staff responsible for enterprise applications, network infrastructure, and assigned areas of technology services.

11. Collaborate with instructional, administrative, and student services leaders to align technology systems and services with institutional priorities; provide guidance and counsel to District administrators in examination and definition of objectives for existing or proposed systems and in design of improved systems.
12. Participate in District committees, governance groups, and statewide California Community Colleges technology initiatives, as assigned.
13. Establish and maintain service standards, workflows, documentation, and escalation procedures to ensure timely, consistent, and effective technology support.
14. Gather and maintain data; prepare and submit mandated reports and a variety of statistical and narrative reports, studies and inquiries, both mandated and stand-alone, from external organizations and local, state and federal agencies; assist with annual audits and assessments.
15. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Student Information System (SIS) architecture, integrations, and operational best practices.
2. Enterprise application support, ERP systems, and data governance principles.
3. Network, server, storage, virtualization, and cloud-hosted infrastructure technologies.
4. Management principles applicable to assigned areas of technology services, including incident, request, problem, and change management.
5. Applicable federal and state laws, regulations, and standards related to technology systems and data management.
6. Current technological developments/trends in area of expertise.
7. Current and developing Information Technology requirements of a higher education institution.
8. Employee development and performance management.

Skills in:

N/A

Ability to:

1. Generate and promote standards in the procurement of hardware and software as well as departmental processes and procedures.
2. Ensure the development and maintenance of system-wide documentation; consult with and focus others in the procurement of information technology and protect systems capabilities.
3. Provide overall direction for software systems analysis, design, development or procurement.
4. Initiate and direct technical projects in support of strategic and operational goals.
5. Identify and secure alternative funding/revenue sources.
6. Provide strategic guidance and counsel to District administration in the assessment and development of existing and/or proposed systems.
7. Develop requests for and evaluate proposals in reference to leading-edge Information technology.
8. Negotiate contractual arrangements for the provision of computer technology.
9. Coordinate information technology and related training efforts.

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10. Plan for and attend site visitations, other computing centers and vendor sites for the purpose of reviewing hardware/software systems.
11. Managing complex, cross-functional technology projects from planning through implementation.
12. Analyzing operational data and system performance to support service effectiveness and improvement.
13. Communicating technical concepts clearly to non-technical stakeholders.
14. Establishing effective working relationships with faculty, staff, administrators, vendors, and external partners.
15. Maintains currency of knowledge with respect to relevant technology, equipment, and/or systems
16. Organizing resources and establishing priorities.
17. Promote a collaborative, service-oriented work environment emphasizing accountability, equity, accessibility, and continuous improvement.
18. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
19. Lead and manage multiple concurrent initiatives in a complex, multi-site educational environment.
20. Balance strategic planning with hands-on operational oversight.
21. Identify technology risks, evaluate alternatives, and develop sound recommendations.
22. Translate institutional needs into effective enterprise systems, network infrastructure, and technology service solutions.
23. Exercise sound judgment, tact, and diplomacy in sensitive or high-impact situations.

QUALIFICATIONS AND REQUIREMENTS

Education and Experience:

1. A Bachelor's degree from an accredited institution in computer science, public administration, business information management, computer engineering, or related field Master's degree; AND
2. Seven (7) years of increasingly responsible experience progressively responsible experience in information technology, enterprise information technology environments (enterprise applications or systems integration; systems or network administration; cloud and virtualization platforms; information security or infrastructure services). Related experience must include four (4) years in a leadership or management role; OR
3. An equivalent combination of education, training, and/or experience.

Licenses and Certifications:

Travel will be required for this position between District locations. Incumbent will be responsible for securing transportation to assigned locations.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential job functions.

Incumbents regularly sit or stand for long periods, travel short distances on a regular basis, travel to various locations to attend meetings and conduct work, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over telephone and in person; and lift, carry, and/or move objects weighing up to 25 pounds.

Standard office setting. Duties are performed primarily in an office environment while sitting at a

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desk or computer workstation. Incumbents are subject to extensive contact with faculty, public, and staff with frequent interruptions, noise, and demanding timelines. At least minimal environmental controls to ensure health and comfort. Incumbent may interact with upset individuals in interpreting and enforcing departmental policies and procedures.