



PALO VERDE COMMUNITY COLLEGE DISTRICT

CHIEF TECHNOLOGY OFFICER

NATURE OF THE POSITION

Under the supervision of the Assistant Superintendent/Vice President of Administrative Services and College Advancement, the Chief Technology Officer (CTO) plans, organizes, controls, and maintains the activities and operations of the Information Technology (IT) Systems Department; evaluates, develops, modifies, and implements information systems and procedures; provides strategic leadership and advocacy to service and programmatic areas involving service to academic programs, instructional support, administrative support, student services, and District leadership; supports campus technology, electronic classrooms and labs, telephone, video, audio, project development, event support, and emerging technologies; identifies opportunities to ensure technology is focused on the District's comprehensive master plan and strategic goals; directs the functional department activities including coordination of activities, budget, procurement, personnel staffing, supervision, evaluation, and training/professional development.

DUTIES AND RESPONSIBILITIES

1. Leads, directs, and manages the activities and operations of the Information Technology Systems Department; evaluates, develops, modifies, and implements information systems standards and procedures; establishes procedures for the maintenance of the District's database integrity.
2. Designs the appropriate IT organization structure; coaches and develops personnel; ensures that the responsibilities and accountability of all direct and indirect team members are defined and understood; provides guidance to all team members on technical and architectural issues; articulates clear vision of technology uses and benefits.
3. Trains, supervises, and evaluates the performance of assigned personnel; interviews and recommends employees for selection, transfers, reassignment, disciplinary actions, and terminations; assigns employee duties and reviews work to ensure compliance with established standards, requirements, and procedures.
4. Develops, implements, and refines the District's IT plans and systems by working collaboratively with instructional technology proponents, including the District's integrated academic and administrative software computing systems; develops a continuous information technology planning process to serve administration, faculty, staff, students, and the community.

5. Develops technological vision and strategy in alignment with the overall goals and objectives of the District; provides leadership in enterprise-wide project selection; proactively recommends process enhancements and new solutions to improve business effectiveness and efficiency.
6. Maintains an awareness of and in-depth knowledge in the information technology field, including new emerging technologies, participating in organizations, committees, task forces, and special assignments; attends conferences, trainings, and workshops; implements best practices from conferences and trainings.
7. Plans, directs, coordinates, and implements new and existing technology, systems, and applications for continuous support to business and academic operations; oversees and guides the information technology infrastructure to maximize efficient, productivity, and access.
8. Ensures the delivery of quality technology and support through effective needs assessment, system design, and selection and implementation processes; enacts improvements and enhancements.
9. Communicates with other administrators, vendors, consultants, personnel, and outside organizations to define needs, evaluate operations, coordinate activities and programs, resolve issues and conflicts, and exchange information.
10. Implements and oversees development, design, and conversion to new applications, environments, and software programs; plans and oversees the implementation of IT related projects and new systems, including systems customization and integration.
11. Develops, maintains, and evaluates policies, procedures, standard, capacity, and infrastructure required to provide flexible and cost-effective information technology services that support quality; creates, maintains, and evaluates clearly understood business performance metrics to assess the gap between desired versus actual outcomes and cost effectiveness.
12. Establishes priorities in conjunction with the District's comprehensive planning and budgeting priorities; develops and prepares the annual preliminary budget for Information Systems.
13. Develops and maintains timely and effective system recovery plans in the event of power failure, damage to system, disaster, etc.; directs and facilitates correction of any system failures, including root cause analysis.
14. Reviews and approves systems, applications, and security specifications and standards for administrative and academic application networks and software.
15. Conceptualizes, analyzes, designs, and programs highly diverse and complex programs for administrative and academic users; provides training and educational opportunities for District personnel to maintain and upgrade technical skills to optimize service to users.
16. Researches alternative methods, designs, and programming concepts in an effort to keep the District at the forefront of technological advancements; evaluates emerging technology and related trends in the industry; makes recommendations regarding various hardware, software, and supplies; serves as liaison with vendor representatives and assures maximum efficiency from service providers, equipment, and software.
17. Builds, implements, and maintains a high quality, open architecture, service-based information technology infrastructure, including networks, applications, and computer systems to ensure service delivery for students and employees.

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18. Oversees and ensures that all mandated records and reports are prepared and/or transmitted accurately, appropriately, and on a timely basis.
19. Develops and monitors budgets and allocates resources within budget constraints to maximize budgeted resources for Information Systems; analyzes and reviews budgetary and financial data; authorizes expenditures in accordance with established limitations and procedures; prepares cost estimates on data processing activities and project control as directed.
20. Initiates partnerships and linkages to business and industry entities to enhance the acquisition of, access to, and efficient use of technology resources; creates optimal portfolios of vendors to ensure the highest values of delivery from technology suppliers.
21. Reviews and recommends contracts and services for information technology and related services and equipment; prepares recommendations and/or contracts, as appropriate, and submits them to the Assistant Superintendent/Vice President of Administrative Services and College Advancement for consideration.
22. Applies the terms and provisions of applicable collective bargaining agreements; state and federal laws; and District Board Policies and Administrative Procedures in personnel matters.
23. Manages computer system activity including security, problem analysis, troubleshooting system hardware and software components, crisis recovery, hardware and software updates, and tuning of computer systems for efficient operation and support for District students and personnel.
24. Directs the preparation and maintenance of a variety of narrative and statistical reports, records, and files.
25. Provides technical expertise; assists personnel regarding the technical aspects of data processing, including system and program operations, equipment, costs, operations, problems, and other related areas.
26. Ensures the effective, comprehensive, ongoing maintenance of all IT infrastructure; participates in testing and de-bugging activities of District programs; performs related system activities including configuring new computers, installing systems, and repairing systems as needed; designs and supports wide and local area networks; troubleshoots network problems; installs networks; maintains District servers.
27. Operates a computer and assigned software programs; operates other office equipment as assigned; drives a vehicle to various sites to conduct work.
28. Performs other duties as assigned.

KNOWLEDGE AND ABILITIES

KNOWLEDGE OF:

1. Planning, organization, and direction of PVC's Information Technology Systems Department.
2. Principles and techniques of systems development and administration, program planning, and computer programming and processing.
3. System design, selection, implementation, and development process, including requirements analysis, feasibility studies, software design, programming, pilot testing, installation, evaluation, and operational management.

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4. System security controls, permissions, and interoperability standards to ensure security and integrity of data and consistency in computer software applications.
5. Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, developing departments metrics and operational needs.
6. Methods for accurately gathering and presenting general, statistical, and technical data.
7. Needs assessment methods and project development skills.
8. Strategies for developing, implementing, and maintaining technology master plans.
9. Computer applications, operations systems, hardware, telecommunications mainframe, micro, and complex LAN/WAN network infrastructure, operating systems, systems management and relational database systems implementation and operation.
10. AV (media services) and web page development skills. TCP/IP protocols.
11. Budget development and expenditure tracking.
12. Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures. Oral and written communication skills.
13. Principles and practices of administration, effective supervision, and training.
14. Applicable laws, codes, regulations, policies, and procedures.
15. Interpersonal skills using tact, patience, and courtesy.
16. Modern office practices, methods, and computer equipment, software, and applications.

ABILITY TO:

1. Plan, organize, and administer the activities and operations of the Information Technology Systems Department.
2. Analyze informational requirements and needs, identify problems, examine alternatives, develop conclusions and recommendations, and design and implement procedures.
3. Lead, motivate, train, supervise, and evaluate the performance of assigned personnel.
4. Manage the technological interdependencies between all the District functions and personnel.
5. Translate user requirements into computer programs and systems.
6. Interpret, apply, explain, and ensure compliance with rules, policies and procedures, and applicable federal, state, local, and other agency applicable laws and regulations.
7. Analyze situations accurately and adopt an effective course of action.
8. Plan and manage several projects simultaneously, including large scale IT projects of a complex nature, and prioritize projects and other department related activities.
9. Plan and prioritize work to meet schedules and timelines.
10. Demonstrate flexibility and creativity in accomplishing work and resolving issues.
11. Evaluate, interpret, and report research findings.
12. Establish and maintain cooperative and effective working relationships with others.
13. Prepare comprehensive narrative and statistical reports.
14. Direct the maintenance of a variety of reports and files related to assigned activities.
15. Troubleshoot network problems and connectivity issues.
16. Operate a computer and assigned office equipment.
17. Communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

1. Bachelor's degree from an accredited college or university with major coursework in computer science, information technology, management information systems, business information management, computer engineering, or a related field.
2. Five (5) years of increasingly responsible data processing and information systems analysis work including two (2) years in computer networking and troubleshooting and database management and maintenance including one (1) year in a supervisory capacity, or combination of education and experience commensurate with the duties and responsibilities of this position.
3. Sensitivity to and understanding of the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disabilities and sexual orientation of students, faculty, administrators, and personnel.

LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS

1. Valid driver's license.

PREFERRED QUALIFICATIONS

1. Master's degree in a related field from an accredited college or university with major coursework in computer science, information technology, business information management, computer engineering, or a related field.
2. Experience in the California Community College system.
3. Current Microsoft Certified Solutions Expert designation, or an equivalent certification that endorses your ability to administer and configure computer infrastructure running on Microsoft servers.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

1. The physical demands and work environment are typical of an administrative job in an office setting and Indoor/Outdoor environment,
2. The incumbent must be able to perform the essential functions of the job, with or without a reasonable accommodation.

CLASSIFICATION/SALARY

1. This is an Exempt Classified Administrator 12 month position.
2. Row 11 of the District's Administrator/Management/Confidential salary schedule with placement appropriate to experience.
3. The District offers an attractive package of fringe benefits including medical, prescription, dental, vision and life insurance.

PALO VERDE COMMUNITY COLLEGE DISTRICT

Pursuant to Title IX of the Education Amendments of 1972, Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and amendments and other laws, orders, and regulations governing discrimination, the Palo Verde Community College District is an equal opportunity employer. The policy of the District is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of ethnicity or race, color, sex, age, religion, marital status, disability, gender identity, sexual orientation, national origin, medical conditions, status as a Vietnam-era veteran, ancestry, or political or organizational affiliation.