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│         Director of Information Technology Infrastructure      │
│                        District Office                        │
│                Kern Community College District                │
│                       JOB DESCRIPTION                         │
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Definition

The Director of Information Technology Infrastructure shall have the following duties and be directly responsible to the Chief Information Officer. Major responsibility and leadership accountability areas include: Cloud infrastructure, Data Centers, Servers, Storage, Backup/Recovery and Disaster Recovery, Microsoft Systems (Active Directory, Office 365), LAN, Wi-Fi, Wide-Area Networks (WAN), Telecom, Mass Notification Systems and IT Customer Support; and related work as required.

Examples of Duties

1. Provide overall leadership to technical staff on district wide IT infrastructure architecture, planning, implementation, support and priorities.

2. Set the vision, mission, and strategy for district wide IT infrastructure operations.

3. Building and maintain relationships with other IT and non-IT stakeholders district wide to understand their needs and deliver IT infrastructure services to meet those needs.

4. Develop and evolve the maturity of district wide IT infrastructure operations to improve efficiency, deliver new and innovate solutions and increase collaboration with stakeholders throughout the district.

5. Collaborate with and serve as a backup to the Director of IT Security on district wide IT Security operations.

6. With input and buy-in (adoption) from key stakeholders, develop, communicate and maintain IT Infrastructure standards, policies, and procedures.

7. Ensure that KCCD IT's customer support framework, processes are operations are effective in meeting the needs of KCCD staff, faculty and students.

8. Provide project management leadership for key district wide IT infrastructure related projects.

9. Ensure that IT systems and services in assigned areas of responsibility meet accessibility standards

10. Specify, prepare cost estimates, and procure all hardware, software and supplies as they relate to the functions of this position.

11. Build, update, track and ensure fiscal responsibility for budgets related to district wide IT Infrastructure.

12. Lead the management and coordination of contracts for hardware and software licensing and maintenance as necessary for district wide IT infrastructure operations.

13. Build and manage relationships with vendors, other outside companies, and agencies as they relate to the responsibilities of this position.

14. Collaborate on and contribute to the development of the district's enterprise-wide IT strategy.

15. Maintain an inventory of hardware, software, and site licenses as they pertain to the responsibilities of this position.

16. Plan, prioritize, and supervise the work of staff assigned to this position.

17. Evaluate personnel in the Information Technology Infrastructure division. Recommend personnel to fill vacancies and recommend new positions, as necessary.

18. As required to build, support and continually improve IT infrastructure operations, interface and collaborate with other Educational institutions or partners.

19. Represent the Kern Community College District at appropriate local, regional, state, and national meetings.

20. Attend College-based Information Technology Committee meetings upon invitation. Develop an appropriate presence on the campuses that emphasizes service.

21. Stay abreast of and advise on emerging technologies and how they should be leveraged for successful delivery of district wide IT infrastructure services.

22. Serve on District committees as assigned.

23. Perform other duties as assigned by the Chief Information Officer.

Minimum Qualifications

- Bachelor's degree, preferably in Management of Information Systems, Computer Science or a related field, or any equivalent combination of education or experience.

- Three years of administrative experience in the management of Enterprise Systems, Networking and Communications infrastructure.

- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.

Knowledge and Abilities

- Exceptional leadership skills with the ability to develop and communicate IT infrastructure operations vision, motivate staff and align with KCCD's overall mission, vision and goals.

- Excellent analytical, strategic conceptual thinking, strategic planning and execution skills

- Advanced knowledge of Cloud technologies, governance, architecture, migration strategies, and operations.

- Advanced knowledge of the design, installation, and maintenance of complex information systems, networks and communication systems.

- Advanced knowledge of IT Customer Support processes and operations
- Proven ability to manage a multi-million dollar budget.
- Proven ability to work effectively in a coordinating role across multiple constituencies.
- Proven track record in delivering outstanding customer service in a multi-site/campus IT environment.
- Proven track record in effective project management.
- Extensive experience negotiating vendor contracts.
- Proven ability to direct the development and implementation of short-and- long-term cohesive information technology strategies.
- Ability to work effectively with administrators, faculty and staff.
- Excellent oral and written communication skills.
- Demonstrated ability to hold accountable those responsible for carrying out the directives set forth in the information technology plan.
- Ability to effectively manage an IT staff with diverse backgrounds, experiences, and responsibilities.
- Ability to interpret laws, rules, and regulations affecting community college fiscal, attendance, and personnel accounting; to compile clear, accurate statistical reports; to logically and realistically evaluate systems and procedures; to evaluate and assign staff for efficient operation of the department.

Working Conditions

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1   Often—51-75 percent = 3
Occasional—25-50 percent = 2   Very Frequent—76 percent and above = 4

Ratings	Essential Physical Requirements
3	Ability to work at a desk, conference table or in meetings of various configurations.
1	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter.
4	Ability to hear and understand speech at normal levels.
3	Ability to communicate so others will be able to clearly understand a normal conversation.
1 or 2	Ability to lift 10 pounds.
1 or 2	Ability to carry 10 pounds.
4	Ability to operate office equipment.

Status/Rationale

This is a classified administrator position.

Signatures/Approval

_____   _____
(Employee's Signature)   (Date)

_____   _____
 (Supervisor's Signature)   (Date)

7/2021