

CLASS SPECIFICATION
Deputy Director, Academic Computing & Multimedia Services

FLSA Status: Exempt
EEOC Job Category: Officials and Administrators
Union Representation: Unrepresented

GENERAL PURPOSE

Under general direction, plans, organizes, manages, oversees and evaluates the operations and activities of District computer labs and multimedia systems applications and supports technology integration into the District's curriculum; develops and implements policies, procedures and guidelines for management and use of District computer labs and the integration of multimedia applications for new and existing systems; researches and evaluated complex systems and provides expert professional assistance on multimedia, broadcast, videoconferencing and other instructional technology issues; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Deputy Director, Academic Computing & Multimedia Services is responsible for planning, designing, organizing, managing and coordinating the design, installation, maintenance, repair, training, operation and use of the District's computer labs, multimedia systems technology for classrooms and training and meeting rooms. The incumbent develops, recommends and participates in implementation of District-wide policies and strategies for the design and installation of computer labs and multimedia systems to advance instructional technology integration and develops guidelines and assists in the implementation of District-wide technology integration for instructional and service delivery. The incumbent is also responsible for participating in the design and planning of all new construction and remodel building construction projects with respect to instructional technology and multimedia delivery systems. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

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 of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, manages and evaluates the work of the Academic Computing and Multimedia Equipment Services division; with subordinate supervisors and staff, participates in establishing operational plans and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates department functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental and classroom technology budgets.

2. Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the District's classified human resources policies and procedures and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving District objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Assists and participates in the implementation of the District's strategic plan as it relates to computer labs and multimedia system needs to advance instructional technology integration; develops short- and long-term technology strategies, policies and standards for a broad customer service base; develops guidelines for integrating multimedia technology for instructional delivery and assists in the implementation of District-wide technology integration for instructional and service delivery; works with District administrators, management, faculty and staff to identify institutional priorities, determine interests and needs for technology integration and multimedia systems development, promote new technologies and establish standards and guidelines for instructional technology implementation, as well as support of computer lab environments and multimedia delivery systems.
5. Plans, designs, organizes, directs, manages, oversees, evaluates and coordinates the design, installation, maintenance, repair, training, operation and use of District computer labs, multimedia systems technology for classrooms and training and meeting rooms in collaboration with District administrators, faculty and staff; manages, directs, oversees and coordinates the design, planning and installation of multimedia systems and academic computing remote delivery systems, network wiring for smart classrooms, presentation computers, multimedia projection systems, camera observation systems and observation labs, computerized aviation and automotive repair bays, videoconferencing systems, multimedia classrooms, audio recording studios, television broadcast studios, state-of-the-art teaching kitchens, video recording and playback systems and distance learning classrooms.
6. Serves as instructional technology liaison for the District for building construction projects; participates in the design and planning of all new construction and remodel building construction projects with architects, subcontractors, designers and consultants with respect to instructional technology and multimedia delivery systems; plans, organizes and oversees the completion of conduit runs, acoustics and security needs for all new construction as well as the retrofit of buildings as it relates to instructional technology; plans moves of instructional multimedia and computer lab technology and equipment.
7. Researches, evaluates, recommends and purchases new computers, instructional technology, audiovisual equipment and systems and multimedia delivery systems; establishes classroom standards for the design, purchase and technical support of multimedia classroom technology; develops cast projections for systems upkeep and new acquisitions; works closely with Instructional Technology Development Center to match multimedia hardware with courseware requirements; manages and oversees the troubleshooting and repair of multimedia systems and computer equipment.

8. Prepares and maintains official records of operating budgets, media inventory, computers, printers, capital expenditures, special funding sources, and repair histories for all computers and instructional media equipment.

OTHER DUTIES

1. Plans, executes, supports and participates in Board and other special meetings, conferences and college events; works with Instructional Media Production Services department on special District video broadcasts and presentations.
2. Coordinates and conducts workshops for faculty and staff on current and new technologies.
3. Participates in state and local activities to promote the District and community college interests in the area of academic computing and multimedia systems applications.

QUALIFICATIONS

Knowledge of:

1. Principles, practices and design elements of systems and computer network architecture and integration.
2. ADA compliant multimedia systems and computer equipment requirements.
3. Audio, video, video conferencing and broadcast system hardware and software.
4. Building codes and ADA accessibility regulations governing new construction and remodel building construction projects for installation of instructional technology and multimedia delivery systems.
5. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
6. Methods, practices and terminology for the operation, use, service and repair of computing and multimedia equipment.
7. Applicable copyright rules and regulations.
8. Standard business support software, including word processing, spreadsheet, presentation, graphics and database programs.
9. Project management tools and techniques.
10. Safe work practices and procedures.
11. Research methods and data analysis techniques.
12. Principles and practices of public administration for budgeting, purchasing and maintenance of public records.
13. Principles and practices of sound business communication.

14. Principles and practices of effective management and supervision.
15. District classified human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, direct, manage, coordinate and integrate the work of the Academic Computing and Multimedia Equipment Services division.
2. Define complex management, technology, fiscal, budget and strategic planning issues, perform difficult analyses and research, evaluate alternatives and develop sound conclusions and recommendations.
3. Understand, interpret, explain and apply federal, state and local policy, law, regulations and court decisions applicable to areas of responsibility.
4. Present proposals and recommendations clearly, logically and persuasively in public meetings.
5. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
6. Provide expert advice on complex instructional technology issues.
7. Exercise sound, expert independent judgment within general policy guidelines.
8. Maintain confidentiality of District files and records.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
10. Establish and maintain effective working relationships with District management, administrators, faculty, staff, architects, subcontractors, designers, consultants, vendors and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in information technology, media, communications or a related field; and at least seven years of progressively responsible experience in design, development and administration of multimedia systems, at least three of which were in a supervisory or program/project management capacity; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District management, administrators, faculty, staff, architects, subcontractors, designers, consultants, vendors and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.