

**CLASS SPECIFICATION
Deputy Director, User Support and Web Development**

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

GENERAL PURPOSE

Under policy direction, plans, organizes and manages the user support and web development division of the Instructional and Information Technology Services (IITS) department to provide customer-oriented and effective helpdesk services, advanced professional duties in the research, design, implementation and maintenance of District-wide web sites and applications; ensure the effectiveness of web site performance; provides sophisticated and effective workstation and user support services that support achievement of District strategies and objectives; participates in establishing plans for the strategic direction of information technology and in developing long- and short-term plans and initiatives for their attainment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for managing the functions and activities of the user support and web development division of the Instructional and Information Technology Services department which provides an efficient, stable, reliable web, helpdesk, and user support needed for effective administrative, business and academic operations. The incumbent develops, installs and enforces enterprise web, helpdesk, and workstation standards and policies. The incumbent works with other IITS managers and staff in developing long-term technology strategies, policies, standards and customer service level objectives for the department. Work requires a broad understanding of the application of information technology solutions in an environment of complex academic and administrative interdependencies. 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 user support and web development division of the IITS department; with subordinate 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 budget.
2. Plans and evaluates the performance of 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 leadership and works with staff to develop and maintain a high performance, customer service-oriented work environment that supports achieving the District's mission, strategic goals and core values.
4. In collaboration with members of executive management and business area managers, participates in the development and implementation of technology strategic and business plans, goals and objectives; leads and directs division staff in the development and application of new processes and technologies to achieve higher efficiency, productivity and customer service.
5. Oversees work of consultants and architects and participates in the conceptual and detailed design of District network infrastructures that support voice, data, video and wireless communication; manages and participates in development, infrastructure and/or hardware/software migration projects; serves as project manager for large scale, enterprise-wide server, hardware and operating system installation and conversion projects; reviews and approves project scope of work, detailed project plans, milestones and deadlines; oversees implementation of new server operating system upgrades and enhancements; monitors project progress and prepares status reports; reviews and acts on project change requests; approves deliverables; integrates new projects into overall work plans; coordinates, prioritizes and integrates work on multiple projects; manages project completion to ensure accountability for results; maintains and ensures up-to-date schematics and documentation of the District's workstation, peripherals, and web infrastructure.
6. Manages and oversees network operations to ensure fast, efficient sharing of data and applications among users and platforms; recommends the selection, design and configuration of network servers, network devices, wiring and protocols; monitors and evaluates server and network performance; oversees and/or executes performance tuning; ensures the timely troubleshooting and resolution of hardware, software, wiring and connection problems.
7. Manages and oversees web development staff. Assigns tasks to team members and ensures web development is cost-effective and done in a timely manner. Manages and oversees the implementation of internal and external web applications including documentation, developing websites and ensuring the security of the website for internal and external users. Works with web development staff, business area managers and customers to ensure that the design and implementation of District websites meets District legal standards for accessibility.
8. Meets with business area managers and customers to review current and future workstation development and enhancement needs and requirements to stay abreast of their business and operating requirements; confers with departments and users regarding the feasibility of alternative approaches to meeting requirements; works with District executives, managers and the Technology Oversight Task Force to prioritize development and enhancement requests.
9. Manages District relationships with workstation and peripheral equipment suppliers to ensure requirements and District standards are met; serves as internal project manager for large-scale, complex implementation projects; manages and monitors procedures for troubleshooting and

resolving user problems and complaints; periodically evaluates the competitiveness of vendor and provider cost structures.

10. Provides expert technical information, guidance and consulting support to executives, department managers and areas as needed; participates in the development of IT policies and standards.

OTHER DUTIES

1. Keeps abreast of advancements in information system and computing technologies and their capabilities; evaluates applicability to District needs and requirements.
2. Acts for the Associate Vice President, IITS in that individual's absence.

QUALIFICATIONS

Knowledge of:

1. Principles, practices and techniques of information systems management, including hardware and software options for administrative, business and academic functions and the cost-benefit of systems alternatives.
2. Operating system architecture, characteristics, capabilities, constraints and commands applicable to the District's information technology environment.
3. Methods and techniques for performing connectivity testing and network analysis and troubleshooting, including the uses of diagnostic tools and equipment.
4. Internet/intranet technologies and design concepts and techniques, including router and firewall configuration and applicable programming languages.
5. Database management systems and software, including architectures, diagnostic tools, commands and utilities, applicable to systems administration responsibilities and integration into dynamic websites.
6. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
7. Principles, practices and methods of project management as they apply to information technology projects.
8. Principles and practices of public administration, including budgeting, purchasing, contract administration and maintenance of public records.
9. Principles and practices of sound business communication.
10. Principles and practices of effective management and supervision.
11. District classified human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize, manage, coordinate and integrate the work of a division engaged in a broad range of voice and data network development, enhancement and maintenance activities, including server and help desk management and administration.

2. Define complex technology management, budget and strategic planning issues, perform difficult analyses, evaluate alternatives and develop sound conclusions and recommendations.
3. Apply and enforce sound project management processes and establish appropriate procedures and controls.
4. Assess user needs, set priorities and allocate resources to most effectively meet needs in a timely manner.
5. Troubleshoot complex workstation hardware and software, peripheral devices and/or connectivity problems and make modifications and fixes to resolve problems.
6. Understand, interpret, explain and apply federal, state and local policy, law, regulations and court decisions applicable to areas of responsibility.
7. Present proposals and recommendations clearly, logically and persuasively in a variety of setting.
8. Represent the District effectively in negotiations and other dealings on a variety of difficult, complex, sensitive and confidential issues.
9. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
10. Exercise sound, expert independent judgment within general policy guidelines.
11. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
12. Establish and maintain effective working relationships with executives, deans, vice presidents, business area managers, system users, consultants, vendors, staff 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 college or university with a major in computer science, management information systems or a closely related field; and at least seven years of progressively responsible experience in the design, development and administration of helpdesk and user support infrastructures in an information technology environment similar in size and complexity to that of the District, at least three of which were at a project management or management level; 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, stand and walk; talk or hear, both in person and by telephone; hear to distinguish signal warnings and equipment operating sounds; use hands to finger, handle and feel computers, equipment, tools and devices; and reach with hands and arms. The employee is frequently required to stoop, kneel, bend and crouch. The employee frequently lifts up to 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, use of both eyes, depth perception, peripheral vision, ability to distinguish basic colors or shades 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; observe and interpret people and situations; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with executives, deans, vice presidents, business area managers, system users, consultants, vendors, staff and others encountered in the course of work, some of whom are upset or dissatisfied.

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 frequently works under typical office conditions, and the noise level is usually quiet. The employee also frequently performs work in customers' offices and other locations where the noise level is normally quiet. Some work is performed in close spaces or near moving mechanical equipment and expose employees to airborne dust and particles and the risk of electrical shock. Some work involves climbing ladders and working in high precarious places.