



## Classification Description

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**Job Title: Director, Technology Services**

**Pay Grade: TE010**

**Job Code: T060**

**FLSA Status: Exempt**

### **Job Purpose**

This is a professional, responsible position managing technical and administrative tasks in a wide-area network academic environment. This position is responsible for the near 100% reliability and effectiveness of College-wide administrative and academic technology, computers, physical access technology, security technologies, and event technology to ensure proper support of the teaching, learning, and safety goals of Florida SouthWestern State College.

### **General Responsibilities**

#### **Essential Functions**

Directs and manages the overall support services for the daily operations of classroom and desktop technology.

Monitors installation, licensing, and maintenance of computing and classroom hardware and software.

Manages technology services staff and resources at each campus. Directs personnel resources appropriately for special events and projects.

Directs the College technology plan for the Academic and Administrative computing areas.

Oversees and manages College event staff to ensure events are appropriately staffed. Works with appropriate departments and external users of College event technology to ensure their needs are addressed.

Establishes and regularly communicates Administrative and Academic technology standards, which balance the needs for security and flexibility in an academic environment.

Researches develops, implements, and leads the ongoing process to establish and use written procedures for the installation and repair of Academic and Administrative technology.

Oversees the procurement of desktop technology and related items at each campus in collaboration with the appropriate staff.

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Collaborates with appropriate supervisors to provide technical support to students, faculty, and staff.

Ensures the accurate maintenance of asset records for system configuration and inventory information.

Analyzes internal processes and plans and/or implements procedural and policy changes to improve operations for area of responsibility.

Acts as functional point of contact for technical support to Executives and Board members.

Collaborates with departmental leadership in the development and monitoring of the desktop and classroom technology budget.

Functions as an authority in the area of academic and administrative technology for the College; and maintains technical knowledge of current standards, practices, and emerging trends in technology.

Coordinates and oversees the deployment of safety and security systems and their associated hardware such as CBORD door access controllers, locks, and cameras.

Hires, supervises, trains, and evaluates assigned staff. Plans and conducts regular staff meetings. Ensures staff receives ongoing, documented training on relevant areas of technology.

Due to the responsibilities of this position, the Director must provide and maintain cellular telephone and high-speed internet technology services, which allow immediate accessibility to the College through text and voice messages by cellular phone, and responds as directed.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Bachelor's degree from a regionally accredited institution of higher education in computer science or related field.

Four (4) years of full-time professional work experience in a related technology role of which two (2) years are in a supervisory role. Appropriate combination of education and experience may be substituted.

Demonstrated experience with supervising employees.

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Demonstrated knowledge of current technologies including software, compressed video, and audiovisual equipment.

Thorough understanding of routine Intel and Microsoft equipment maintenance problems.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.

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- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

**Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 15, 2019. Revised: May 11, 2023.