



Classification Description

Job Title: Assistant Director, Technology Services

Pay Grade: TC035

Job Code: T031

FLSA Status: Exempt

Job Purpose

This professional position exists to manage certain operational areas within the Technology Services department of the Office of Information Technology, assigned at the discretion of the Director, Technology Services or CIO. The assigned duties of installation, maintenance, and oversight include, but are not limited to, integrated systems hardware, access control hardware, video surveillance hardware, office technology equipment for employee offices and/or public spaces, audio-visual (A/V) hardware and operations for classrooms and/or event spaces within FSW State College facilities and beyond. The Assistant Director of Technology Services ensures a service oriented, responsive, and authoritative presence for the Technology Services staff by providing leadership, direction, technical guidance, advice and support in the areas of administrative computing, integrated systems technology, academic technology, and/or event audio visual technology. This position serves as a liaison between the network, applications and hardware functions within Information Technology to ensure the above referenced functional areas are responsive, reliable and effectively support the administrative functions, instructional and academic goals, event needs, and overall safety at Florida SouthWestern State College.

General Responsibilities

Essential Functions

Collaborates with Technology Services department, other IT areas, and/or other College staff to ensure uniform standards of academic, administrative, systems, and event technology in responsible areas throughout the College by visiting, inspecting, and servicing various spaces and sites.

Manages, trains, evaluates, and assists with hiring the Technology Services staff who handle the administrative technology, systems technology, academic technology and event technology at the College.

Provides technical guidance and support to the technology support staff in the installation and maintenance of all classroom instructional technology, events technology, administrative area technology, employee offices technology, and integrated systems technology.

Oversees and/or operates technical and A/V equipment during major events as coordinated between Technology Services, Auxiliary Services and clients.

ASSISTANT DIRECTOR, TECHNOLOGY SERVICES

Assists the Director in the oversight, management, coordination and completion of Help Desk tickets related to administrative, systems, academic, and/or event technology requests. Serves as one of the main points of contact for technology staff supervision in the absence of the Director.

Provides technical expertise in a consultant capacity to clients and colleagues in regards to event clients' technology needs.

Provides event clients with rental estimates for all equipment owned or not by Information Technology and coordinates delivery and pick-up of rental items.

Leads and directs the standardizing of classroom technology installation and function; establishes written procedures for conducting technology support troubleshooting.

Provides on-site production assistance by giving technical guidance, advice and support to technicians in reference to A/V and related event technology.

Manages academic and event audio-visual equipment including maintenance and tracking of inventory. Makes recommendations to appropriate department leadership for equipment maintenance, equipment purchases, and policy and procedure implementation.

Identifies and troubleshoots network errors, failures and Windows server related issues that impact the administrative desktop environment.

Serves as an authority on all administrative computing technology and software deployment for the Technology Services team. Provides documented installation procedures as applicable.

Provides technical support and training to technicians in installation, troubleshooting, repairing, upgrading and configuring desktop and laptop hard drives, memory, other computer components and/or peripherals, and integrated systems technology (electronic door access control hardware, security cameras, etc.); troubleshoots and resolves standard and complex computer performance issues to ensure proper functioning of desktop equipment and applications.

Collaborates with Technology Services management to establish written service level agreements for the team. Develops written procedures for re-imaging desktop computers in administrative areas.

Serves as the lead technician in standardizing office and administrative area technology installation and function; establishes procedures for conducting Technology Support troubleshooting.

Manages and provides daily supervision to administrative area projects utilizing administrative team technicians and student assistants.

Collaborates with Coordinator, Technology Refresh and the Director, Technology Services to maintain technology refresh program for administrative & systems areas.

Collaborates with Network Services team to provide support for virtualization, patch management, and office telephones (VOIP).

Identifies and improves computing-related issues with College staff; implements and communicates administrative technology improvements to the Director, Technology Services; works with vendors as necessary.

ASSISTANT DIRECTOR, TECHNOLOGY SERVICES

Functions as technical point of contact for iPad/tablet deployment at the College.

Installs and performs repairs to software, hardware, and peripheral equipment; tests and monitors software, hardware, and peripheral equipment to evaluate use, effectiveness, and adequacy of product for user; prepares evaluations of software and hardware and submits recommendations to management for review.

Confers with appropriate staff to determine requirements for new systems, software or modifications to existing configurations; ensures implementation of systems and software for new configurations or modifications.

Creates, maintains, and deploys new computer images for computers using advanced and effective network technology; maintains operating system images for rapid deployment; designs, tests, and implements virtualized desktop systems where applicable.

Provides twenty-four (24) hour on-call emergency response duty as it relates to assigned duties and/or events.

Participates in departmental meetings, in-service training and other activities as required; attends conferences, seminars and professional meetings as designated.

Provides and maintains 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

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

Six (6) years of full time, professional work experience in a technology related position. Appropriate combination of education and experience may be substituted.

Proven knowledge and experience working with integrated systems like door access control systems (including installations), connectivity, troubleshooting, supporting event and conference audio/visual equipment including set-ups, and/or general technology required.

ASSISTANT DIRECTOR, TECHNOLOGY SERVICES

Experience working with large-scale events for multimedia needs preferred.

Knowledge and experience with event setup equipment (tables, chairs, stages, trussing, etc.) usage issues, maintenance requirements, equipment purchasing, inventory management, risk management, and staff training preferred.

Thorough knowledge of computing systems and networks.

Ability to independently travel to various campuses and other locations for College business.

Ability to provide twenty-four (24) hour on-call emergency response for assigned area of responsibility; ability to work evening, early morning and/or weekend hours as needed.

Ability to perform independent PC problem analysis and resolution.

Experience with imaging computers and deployment.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail. Computer use includes data entry, word processing and/or accounting functions.

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.

ASSISTANT DIRECTOR, TECHNOLOGY SERVICES

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.
- 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 50 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.
Approved:	July 19, 2021. Revised: May 17, 2023, and October 23, 2023.