State College of Florida, Manatee-Sarasota
Job Description

Job Title: Director, ITS Operations
Reports to: Chief Information Officer
FLSA Status: Exempt
Level: 216
Position Class:

Job Summary:
The ITS Operations Director is responsible for the overall IT service operations, including Network Services, Telecommunication Services, IT Customer Services, IT training and technical support for web, portal and learning management system (LMS). Reporting directly to the CIO, this position will manage the day to day activities of IT service operations to ensure all critical IT services are up and running, well maintained and secure. Directs and coordinates activities of direct reports engaged in ITS operations. Performs hands on activities as required.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Plans and develops the day to day procedures and policies necessary to carry out all ITS operations.

2. Meets with direct reports to discuss progress of work, resolve operational problems, and ensure that standards for quality and quantity of work are met.

3. Adjusts hours of work, priorities, and staff assignments to ensure efficient operations based on work load; remains flexible in working hours with some evening and weekend hours required.

4. Reviews daily logs and reports to detect recurring slowdowns or errors.

5. Consults with software and hardware vendors as well as the service providers to solve problems impeding computer processing.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.
6. Meets with the end users to determine quality of service and identify needs.

7. Meets with managers to determine impact of proposed changes in hardware or software on ITS operations and service to the campus users.

8. Evaluates new software and hardware to determine usefulness and compatibility with existing software and hardware.

9. Evaluates the proposed ERP projects to assess adequacy of the existing supportive hardware, and recommends purchase of equipment.

10. Develops budget and monitors expenditures.

11. Directs and coordinates activities of backup and recovery.

12. Supervises, coaches and evaluates ITS Operations staff.

13. Responsible for developing and implementing Disaster Recovery solutions, plans, and policies to ensure business continuity for the campus.

14. Acts in the absence of the Chief Information Officer (CIO)

15. Serves as a technical/functional representative to facilitate the appropriate and timely application of IT services for end users.

16. Serves as Disaster Recovery team leader, eCAT ex-officio and any other committee post as assigned by the CIO.

17. Performs other duties as assigned.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelor’s degree from a regionally accredited four-year institution in technology or a related field; and five to seven years of related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  More than five years of direct supervisory experience, including formal training in supervision, is required for this position.

- **Language Ability:**
  Ability to read, analyze, and interpret scientific and technical journals, financial reports, and legal documents. Ability to respond to technical questions and/or complaints from college leadership, customers, regulatory agencies, or members of the community.
• **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

• **Reasoning Ability:**
  Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to work with formulas, scientific equations, graphs, musical notes, etc.

• **Computer Skills**
  The Director of ITS Operations must possess the knowledge of network and server administration, hands-on experience with computer hardware/software including both PC and Mac; and must have strong IT project management skills.

• **Certificates and Licenses**
  CCNP (Cisco Certified Network Professional), CISSP (Certified Internet Security Professional), and MCSE (Microsoft Certified Systems Engineer) are not required but given significant consideration.

**Responsibility for People and Property:**
Provides overall supervision to the following ITS Units: Network Services, Telecommunication Services, IT Customer Services, and IT Training and Web/Portal/LMS.

**Responsibility for Communication:**

• **Internal Contacts**
  This position has routine contact with all levels of SCF staff. Occasional contact with students.

• **External Contacts**
  This position has frequent contact with vendors; occasional contact with the public and professionals appropriate for discipline.

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

The noise level in the work environment is moderate.

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

While performing the duties of this job, the employee is routinely required to sit. The employee is
frequently required to use manual dexterity, reach with hands, arms, and talk or hear. The employee is occasionally required to stand, walk, climb or balance, stoop, kneel, crouch or crawl, taste or smell, and lift up to 10 pounds.

**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and Goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. **Attendance Standards:** State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. **Training:** State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. **Continuous Improvement:** State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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