CROWDER COLLEGE
POSITION DESCRIPTION

Status: FT, 12 months,	**Title**: Director of Information Technology
Revised: 1/4/2017	**Department:** Information Technology
Level: Director	**IPEDS:** Other Professional
FLSA: Exempt	**Reports to:** Associate Vice President of Information Services

POSITION SUMMARY

The Director of Information Technology reports to the Associate Vice President of Information Services and is primarily responsible for providing computing-related services to the students and employees of the college in a timely, professional, and secure manner through effective management of departmental resources and, if required, personal hands-on involvement. The director is responsible for the administrative supervision of all employees of the department and for both practicing and fostering an attitude of servant leadership and positive customer service. The director also has purchasing and operational oversight of all equipment comprising or connected to the college local or wide area computer or telephone networks as well as any other college owned, leased, or licensed computing-related devices, software, or systems as approved by administration.

MAJOR FUNCTIONS

1. Establish, document, and maintain a viable system for receiving, evaluating, prioritizing, and completing work requests from students and employees.
2. Establish, document, and maintain a viable system for training both current and new departmental employees in the principles of servant leadership and positive customer service.
3. Provide for the administrative supervision of all departmental employees.
4. Develop, implement, and document a consistent program of employee performance evaluation and feedback.
5. Provide for the planning, staffing, development, scheduling, and evaluation of departmental operations.
6. Develop the department budget and monitor to ensure compliance.
7. Oversee the bidding and acquisition (rental, lease, donation, purchase, etc.) of all equipment and media comprising or connected to the college local or wide area computer or telephone networks.
8. Oversee the bidding and acquisition of operating systems, application/utility software, or other intangible intellectual property directly related to the operation of the college's computer or telephone networks.
9. Oversee the bidding and acquisition of all other non-networked computing-related devices, software, or systems not specifically excluded by the appropriate administrator.
10. Provide for the continued operation, maintenance, upgrading, and necessary revision of the college's existing wide area network linking the Neosho campus with all extended campuses and other remote locations as designated by the appropriate administrator.
11. Provide for the continued operation, maintenance, upgrading and necessary revision of the college's various local area computer networks (LANs) located at the Neosho campus, extended campuses, and other locations as designated by the appropriate dean. This includes all equipment and media either comprising or connected to the LANs such as hubs, switches, routers, computers, printers, scanners, etc., as well as the necessary software either running on or supporting such devices. Selected private IP LANs utilized for academic purposes (CNS Program, MARET Center, etc.) may be excluded from this provision upon request of the division chair/department head and approval of the appropriate dean.
12. Provide for the setup, maintenance, and secure operation of common networking user services including e-mail, remote user access, virtual private networking, wireless access points, etc., as designated and approved by the appropriate administrator.
13. Provide for any specialized support services (e.g.-ERP systems, SmartBoards, BlackBoard, Accounting Software, etc.), for departments upon approval from the appropriate administrator. Establish, operate, and

maintain network security systems and procedures sufficient to allow the safe implementation of all activities and services provided by the department and in compliance with local, state, and federal security regulations.

14. Perform other related duties as required

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

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1. Bachelor's Degree in Information Technology preferred. Other education or appropriate experience in lieu of the degree may be accepted.
2. Five (5) years of experience in a similar environment preferred but candidates with less experience may be considered on a case by case basis.
3. Skills commensurate with "Major Functions" above, including but not limited to:
   - Customer service oriented
   - Organizational and logistics skills
   - Personnel management skills
   - Ability to manage purchasing and budget issues
   - Ability to handle sensitive network violations (sexual harassment, stalking, etc.)
4. Ability to establish and maintain positive working relationships with students, other professionals, staff, vendors, and the public.
5. Knowledge of and ability to work with network equipment and programs as listed below
6. Ability to successfully manage technology related projects.

EQUIPMENT/SOFTWARE

Expertise with networks and software:

Advanced Skills:
Windows Server Active Directory
Firewall Configuration/Management
Ethernet Switch configuration
Wireless network design
Phone system Security
Complex Network Security including federal requirements

Intermediate Skills:
Multiple NOS environments
Linux OS
Routing
Windows Server OS
Windows 7 and Windows 10 workstation OS

Basic Skills and Understanding:
MS Group Policies
MS Exchange
Network Security Unix OS
Cisco Router configuration
T1, T3, DS3 and ISDN connections
MS Office functions
Theory of PBX phone system
Theory of PBX "key systems"
Theory of voice mail
Theory of advanced system of Voice over IP
Theory of an ITV network (Video routers, codecs, etc)
Theory of H.320 and H.323 video transmission
Theory of ISDN video connections

POSITIONS SUPERVISED

All Information Technology employees, including Computer Technicians, Communication Specialist, Help Desk Assistant, Network Administrators, Web Programmer/Analyst and student assistants.

WORKING CONDITIONS

1. Generally indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Normal college working hours but adjustment of hours involving evening and/or weekend work is required from time to time.
3. 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.
4. A neat appearance and appropriate business like apparel are required.

PHYSICAL DEMANDS

1. Involves mobility within the campus and various sites.
2. Input, access and distribute information using computers.
3. Accessing, lifting and/or moving IT equipment as needed.

CREATIVE AND ANALYTICAL SKILLS

1. Ability to define problems, collect data, establish facts, and draw valid conclusions.
2. Ability to devise or modify methods or processes to solve specific problems.
3. Ability to work with and apply mathematical concepts.
4. Ability to interpret an extensive variety of technical and statistical material.

LANGUAGE/COMMUNICATIONS SKILLS

1. Ability to communicate effectively with a variety of people, including staff, students and the general public, in both written and oral mediums.
2. Ability to read and understand technical journals, financial reports, and similar publications.
3. Ability to write reports and business correspondence.
4. Ability to effectively present information and respond to questions