

## Manager, Instructional Technology Systems

**FLSA Status:** Exempt

**Pay Grade:** 22

**Job Title ID:** 181503

**Job Series/Job Family:** Instructional Technology Series / Instructional Computing Family

### Reports To

Director, Instructional Computing

### Job Purpose

To manage staff, allocate resources to manage campus computer centers College-wide, and provide technical support services to faculty, staff, and students.

### Description of Duties and Tasks

*Essential duties and responsibilities include the following. Other duties may be assigned.*

#### **Required**

1. Supervises computer center operations College-wide allocating resources as needed; ensures appropriate and consistent services are provided; plans equipment maintenance, orders supplies and equipment, and responds to user requests for special services and events.
2. Manages and provides technical leadership and guidance to IRT employees, ensuring compliance with policies and regulations, and that all issues are addressed and resolved.
3. Collaborates with departments, offices, and faculty to ensure that appropriate instructional technologies are available; assists faculty in the selection, acquisition, evaluations, and application of instructional materials.
4. Assesses, recommends, deploys, and administers instructional computing solutions to meet current and future needs consistent with the goals and vision of the college.
5. Manages computer center staff and budgets, evaluates quality of services provided, and ensures appropriate scheduling; schedules and evaluates staff, and assigns tasks and projects; trains staff in the policies and procedures for use of computer and media equipment and materials.
6. Trains and assists faculty and staff in the use of various technology tools for us in classroom instruction and presentation.
7. Analyzes IRT computer and media repair and support requests, and evaluates the response services provided; ensures problems are appropriately resolved and documented; identifies technology needs and issues to be addressed.
8. Maintains records on technology utilization, maintenance, materials, and equipment use.
9. Prepares and processes reports, forms, and procedures for electronic, web, and print distribution for internal documentation or public distribution of information related to support and services provided.
10. Maintains and updates the Instructional Computing Technology (ICT) web presence.
11. Assesses district-wide computer center, hands-on computing classrooms, and hybrid classroom hardware and support needs; managed equipment and supply inventories, and prepares purchase recommendations consistent with needs and goals.

### Knowledge

*Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

#### **Required**

- Current principles and practices of Instructional Computing technology and applications in an education environment.

- Hardware and software troubleshooting techniques.
- Techniques for management of computer support programs and projects.
- Supervisory principles, practices, and methods.
- Technology system development principles and techniques.

## **Skills**

*Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.*

### **Required**

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills, including attention to detail and follow-through.
- Effectively managing staff and delegating and assigning tasks.
- Coordinating equipment utilization and implementation of new technologies.
- Reviewing and preparing narrative and statistical reports and records.
- Interpreting and applying rules, regulations, policies and procedures, and making effective decisions.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships.
- Effectively operating under tight time deadlines and changing multiple tasks, projects, and demands.
- Assessing, coordinating and prioritizing multiple tasks, projects, and demands.

## **Computer Skills**

### **Required**

- Demonstrated advanced proficiency using standard office software applications, network databases, network domain systems, and other specialty ACC software and hardware products on PC and Mac operating environments.

### **Preferred**

- Familiarity with implementing industry standard instructional technology software.

## **Physical Requirements**

### **Required**

- Occasional lifting of objects up to 10 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.
- Work is primarily performed in computer laboratory/classroom, and standard office environment.

## **Work Experience**

### **Required**

- Three years work experience managing technology services and projects, instructional technology, web-based software applications, or a related area including one year supervisory experience.

### **Preferred**

- Work experience in an institution of higher education.

## **Education**

### **Required**

- Bachelor's degree.

### **Preferred**

- Master's degree in Educational Technology, Instructional Technology, Information Technology, or related field.

### **Licenses/Certifications**

#### ***Required***

- Valid Texas Drivers License.

### **Other**

#### ***Required***

- Reliable transportation for district wide travel.

### **Safety**

#### ***Required***

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.