

Director, Systems Support

FLSA Status: Exempt

Pay Grade: 31

Job Title ID: 191505

Job Series/Job Family: Information Technology Series / Support Services Family

Reports To

Associate Vice President, Information Technology

Job Purpose

To manage ACC's College-wide integrated hardware and enterprise hardware systems and support functions for faculty, staff, and students; maintain system availability; provide system security to end users, and provide quality assurance and distribution of information services.

Description of Duties and Tasks

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

Required

1. Provides direction for the operation and coordination of IT Support Services.
2. Serves on decision-making committees that address the feasibility and implementation of decisions that will have College-wide impact on technology services and customer support.
3. Directs the implementation, management, and auditing of mission critical administrative systems; adheres to state and federal regulatory requirements; and provides availability to the end user.
4. Directs administration of the College's Enterprise Resource Planning (ERP) integrated systems; keeps ACC current with new technologies and deployment.
5. Directs the work of the College's enterprise systems administration and database administration groups.
6. Directs the implementation and administration of ACC Online Services, e-commerce, and user interfaces to the College's ERP.
7. Directs the collection and analysis of trend data to identify technical training and documentation needs of faculty, staff, and students; works with the Professional Development office to design training and documentation to meet those needs.
8. Collaborates in discussions with relevant IT staff regarding new work projects, budget development, process improvements, and new initiatives.
9. Directs the creation of policies, measurable goals and objectives to manage the day-to-day operations, and quality improvement processes.

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 IT computer operations and help desk centers.
- IT technical concepts.
- Database application administration.
- Current database security standards as well as state and federal regulatory requirements.
- Risks and challenges associated with managing enterprise and user application security.
- Planning and implementation processes in relation to quality programs.
- Supervisory principles, practices, and methods.

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 and provide on-call assistance as required.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Providing technical leadership for College administrative systems.
- Creating policies, measuring goals and objectives, and creating quality improvement processes.
- Analyzing trends and providing assistance with designing technical training and documentation.
- Effectively supervising, leading, and delegating tasks and authority.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and query and control languages, database management systems, and system administration.

Physical Requirements

Required

- Occasional lifting of objects up to 20 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is performed in a standard office environment.

Work Experience

Required

- Four years work experience in information technology management including programming, data processing, systems design, database administration, and customer help desk.

Preferred

- A minimum of three years managing staff in an information technology environment.

Education

Required

- Bachelor's degree in computer information systems, information technology, computer science or related field.

Other

Preferred

- ERP technical training.

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.