Director, System Services

FLSA Status: Exempt
Pay Grade: 30
Job Title ID: 19351
Job Series/Job Family: Information Technology Series / Systems Services Family

Reports To

Associate Vice President, Information Technology

Job Purpose

To oversee and ensure the effective operation of all Information Technology administrative computer systems, including system administration and College-wide backup and recovery services; plan and implement new technology systems and upgrades; develop and monitor the annual Systems Services budget.

Description of Duties and Tasks

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

Required

1. Directs, develops, and monitors the day-to-day operations of the Systems Services division.
2. Supervises, hires, trains, and evaluates the performance of Systems Services staff.
3. Monitors and maintains mission critical administrative systems and services as well as air conditioning and backup power (generators and/or UPS) to ensure high availability and functionality; develops and maintains a disaster recovery site for mission critical systems.
4. Maintains a College-wide backup and recovery system to ensure that all critical systems are protected from data loss.
5. Identifies and resolves system errors and performance problems; identifies requirements for additional resources or changes to current systems.
6. Leads in the development of policies and standards for the connectivity, accessibility, and security of administrative computer systems.
7. Researches and evaluates new technologies, and attends technical training to maintain a high level of technical expertise.
8. Directs the installation of system hardware, software, and operating systems; directs the development, writing, installation, testing, debugging, and maintenance of system hardware.
9. Maintains voice response systems used for telephone registration.
10. Creates scripts or writes programs for specialized functions, to monitor or automate certain day-to-day operations.
11. Plans, advises, and recommends budget items for system hardware and software; writes bids and evaluates responses for system hardware and software procurement.
12. Keeps current with the latest technology; regularly attends technical training in order to maintain technical expertise.

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

- Systems programming and systems administration.
- Connectivity, accessibility, and security standards for administrative computer systems.
- College-wide backup systems such as TSM.

- Voice response systems such as DirectTalk/6000.
- Windows server administration.
- Supervisory principles, practices, and methods.
- Hardware and software procurement processes.

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 providing on-call assistance, including some evenings or weekends.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Effectively supervising, leading, and delegating tasks and authority.
- Creating scripts and writing programs for specialized functions.
- Identifying requirements for additional resources or changes to current systems.
- Maintaining backup systems to ensure critical systems are protected from data loss.
- Maintaining and monitoring administrative systems to ensure high availability and functionality.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Providing leadership to and IT systems group.
- Effectively using interpersonal and communications skills including tact and diplomacy.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and query and control languages, systems administration, server administration, database management systems, voice response systems, and developing and maintaining C programs.

Physical Requirements

Required

- Occasional lifting of objects up to 10 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 information technology work experience, including one year supervisory work experience.

Education

Required

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

Other

Required

- Experience with systems programming, AIX or UNIX systems administration, voice response systems, writing shell scripts, college-wide backup systems, Windows NT/2000/XP server administration, and/or developing and maintaining C programs.

Preferred

- Must wear a pager in order to be contacted after hours or during emergencies.

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.