Associate Director, Information Technology Infrastructure
District Office
Kern Community College District
JOB DESCRIPTION

Definition

Under the direction of the Director of Information Technology Infrastructure or assigned supervisor, the Associate Director, Information Technology Infrastructure will aid in the planning, maintenance, and overall structural integrity of the district's technological infrastructure.

Examples of Duties

1. Provide leadership to technical staff on district wide IT infrastructure architecture, planning, implementation, support and priorities.

2. Provide oversight, coordination, strategy input, technical guidance and operational leadership in the areas of: Cloud infrastructure, Data Centers, Servers, Storage, Backup/Recovery and Disaster Recovery, Microsoft Systems (i.e. Active Directory, Microsoft 365 Cloud applications), LAN, Wi-Fi, Wide-Area Networks (WAN), Telecom, Mass Notification Systems, and IT Customer Support.

3. Assist in the development and execution of the vision, mission, and strategy for district wide IT infrastructure operations.

4. Build and maintain relationships and working groups with other IT and non-IT stakeholders district wide to understand their needs and deliver IT infrastructure services to meet those needs.

5. Lead IT Infrastructure team for engagement in and support of District Facilities projects.

6. Participate with coordination, guidance, escalation management, communications and resolution for IT Infrastructure outages.

7. Participate in developing, communicating, and improving the maturity of district wide IT infrastructure operations, processes, procedures and standards.

8. Ensure that security protocols and best practices are implemented and maintained within assigned areas of responsibility.

Example of Duties (continued)

9. Participate in IT planning processes and collaboratively develop and execute plans to address organizational IT needs.

10. Manage vendor relationships necessary to effectively carry out projects and provide support for IT Infrastructure district wide.

11. Provide project management leadership for key district wide IT infrastructure related projects.

12. Ensure that IT systems and services in assigned areas of responsibility meet accessibility standards.

13. Provide backup management support and acts on behalf of the Director of Information Technology Infrastructure.

14. Responds to and resolves inquiries and complaints from students, administrators, staff, and faculty.

15. Build, maintain, and utilize budget for assigned areas to support ongoing procurement of IT hardware, software, maintenance, and consulting services.

16. Plan, coordinate, prioritize, and supervise work of staff assigned to this position.

17. Evaluate personnel assigned to this position. Recommend personnel to fill vacancies and recommend new positions, as necessary.

18. Develop and carry-out self and team Professional Development plans.

19. Serve as a leader and member of institutional committees and professional groups.

20. Represent the Kern Community College District at appropriate local, regional, State, and national meetings.

21. Develop, update, and ensure assigned team utilizes a framework and procedures for effective Infrastructure Asset management, Hardware replacement management, and Documentation practices.

22. Interface and collaborate with other institutions and partners to continually improve IT infrastructure operations.

23. Perform other job-related duties as assigned.

Minimum Qualifications

Minimum:

- Bachelor's degree from an accredited college or university in Computer Science, Business, Management Information Systems or related field and Two (2) years of Technical or Management experience in one or more of the assigned infrastructure areas.

OR

- Bachelor's degree from an accredited college or university in an unrelated field and Four (4) years of Technical or Management experience in one or more of the assigned infrastructure areas.

AND
- Demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds of community college students and employees.

Desired:

- Master's degree from an accredited college or university in Computer Science, Business, Management of Information Systems, or related field.

- Two (2) years of increasingly responsible experience in an Information Technology leadership position including supervising subordinate staff.

- Experience in a higher education environment.

Knowledge and Abilities

Knowledge of:

- Laws, rules, and regulations affecting community college fiscal, attendance, and personnel accounting.

- Leadership skills with the ability to develop and motivate staff.

- Analytical, strategic conceptual thinking, strategic planning, and execution skills.

- Cloud technologies, governance, architecture, migration, strategies, and operations of an infrastructure.

- Design, architecture, installation, and maintenance of complex information systems, networks and communication systems.

- IT Customer Support processes and operation.

- Project management.

- Security-related best practices for assigned areas and technologies

Knowledge and Abilities (continued)

- Oral and written communication skills.

Ability to:

- Interpret laws, rules, and regulations affecting community college fiscal, attendance, and personnel accounting.

- Manage a multi-million-dollar budget.

- Establish and maintain effective working relationship with others.

- Follow-up and follow-through in a coordinating role across multiple constituencies to achieve tactical and strategic goals.
- Coordinate and facilitate complex technological undertakings.

- Negotiate vendor contracts to meet KCCD needs and standards.

- Compile clear, accurate statistical reports.

- Interpret laws, rules, and regulations affecting community college fiscal, attendance, and personnel accounting; to compile clear, accurate statistical reports; to logically and realistically evaluate systems and procedures.

- Evaluate and assign staff for efficient operation of the department.

- Communicate effectively both orally and in writing.

- Maintain records and prepare reports.

- Prioritize and schedule work.

- Analyze situations and adopt an effective course of action.

- Establish effective working relationships at all levels of the institution.

- Encourage professional excellence among the staff and promote an organizational culture of customer service, innovation, and quality services.

- Perform complex analysis and research, identify alternative solutions, forecast consequences of proposed actions and implement recommendations in support of goals.

- Follow-up and follow-through in a coordinating role across multiple constituencies to achieve tactical and strategic goals.

Knowledge and Abilities (continued)

- Address technical issues in non-technical terms.

- Be self-directed and driven.

- Demonstrate sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, and ethnic background of community college students and personnel, including those with physical of learning disabilities.

Working Conditions

Environment: Office

Physical Demands: Incorporated within one (1) or more of the previously mentioned essential functions of this job description are essential physical requirements. The ratings in the chart below indicate the percentage of time spent on each of the essential physical requirements.

Seldom—Less than 25 percent = 1   Often—51-75 percent = 3
Occasional—25-50 percent = 2   Very Frequent—76 percent and above = 4

Ratings	Essential Physical Requirements
4	Ability to work at a desk, conference table or in meetings of various configurations
1	Ability to stand for extended periods of time.
4	Ability to sit for extended periods of time.
4	Ability to see for purposes of reading printed matter
4	Ability to hear and understand speech at normal levels.
4	Ability to communicate so others will be able to clearly understand a normal conversation.
1	Ability to lift 10 pounds.
1	Ability to carry 10 pounds.
4	Ability to operate office equipment.

Status/Rationale

This is a classified administrator position.

Signature/Approval

_____   _____
(Employee's Signature)   (Date)

_____   _____
(Supervisor's Signature)   (Date)

01/2025