	Position: Director of Information Security and Technology Resources	Position Number:
HARTNELLCOLLEGE	Department/Site: Information and Technology Resources	FLSA: Exempt - Administrative (Classified Administrator)
	Reports to: Vice President of Information and Technology Resources or assigned administrator	Salary Range: IV

DEFINITION

Develops and drives implementation of a short- and long-term security strategy and goals. Plan, supervise, evaluate, and participate in activities dedicated to providing technical support, maintenance and troubleshooting to District users of hardware, network, telecom, and software applications used for administrative and academic purposes. Serves as project manager and provides advanced technical guidance to staff regarding a wide variety of complicated installations, upgrades, repairs, and implementations. Oversees computer support labs, data center operations, and network administration across Hartnell's campus and centers.

SUPERVISION RECEIVED AND EXERCISED

Receives limited direction from Vice President of Information Technology Resources. Incumbents work within a framework of established goals and objectives.

Incumbents in this classification assign, coordinate, supervise and evaluate the work of others.

CLASS CHARACTERISTICS

This is a management classification that plans, oversees, and participates in all activities of designated information technology operations and activities, including programming, development, design, operation, analysis, maintenance, and modification of enterprise resource planning system applications. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Vice President of Information and Technology Resources in a variety of areas. Successful performance of the work requires an extensive professional background, as well as skill in coordinating departmental work with that of other departments. This class is distinguished from the Vice President of Information and Technology Resources in that the latter has overall responsibility for all functions of the Information Technology Division.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

The District reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Administrators can be assigned to work at any district location or learning site and in some cases can be assigned to multiple locations and learning sites.

➢ Oversees information security in IT infrastructure
➢ Establishes and enhances Policies and Procedures to ensure the following of security best practices and compliance
➢ Develops and drives security risk analysis, mitigation, and remediation plans. Plans for and leads security incident response and recovery efforts
➢ Establish IT and Security polices, and maintain a schedule of IT policy review
➢ Ensure that all IT policies and procedures are compliant with regulatory requirements and best practices
➢ Plans, organizes, directs and coordinates the activities of the all computer labs, data center operations, network, and District systems administration;
➢ Provides leadership, direction and guidance to assigned areas of responsibility including developing short and long term goals and objectives; assists to develop and implement the District Technology Plan;
➢ Exercises independent judgment to analyze, develop and recommend plans and solutions to operational, management, and processes issues; utilizes effective leadership skills to implement plans and recommendations;

- ➢ Serves as a liaison to software/hardware providers (e.g., meets with vendor representatives, evaluates products/services, evaluates proposals, assists to select vendors, manages installation of systems) for the purpose of conveying and/or receiving information and coordinating District activities;
- ➢ Reviews network systems, and telecommunications to direct corrective action of malfunctions;
- ➢ Plans, implements and manages special technology resource projects related to areas of responsibility;
- ➢ Trains, assigns, supervises, and evaluates staff; participates in interview panels as requested; recommends staffing levels necessary to implement and support core responsibilities and projects;
- ➢ Prioritizes and schedules work assignments for staff and reviews results; coordinates efforts of staff with other technical and administrative staff.
- ➢ Assists in the development of the department budget; assists to determine allocation of staff and resources.
- ➢ Directs and participates in the preparation and maintenance of a variety of narrative and statistical reports, records, and files related to assigned information technology operations, services, projects, personnel, financial activities, and assigned duties; creates queries, extracts and manipulates data, and generates reports used in college planning, decision-making, and governmental compliance functions as needed.
- ➢ Attends and participates in professional group meetings and various committees and advisory groups; stays abreast of new trends and innovations in information technology and enterprise resource planning system application programs.
- ➢ Advises, provides guidance, and prepares and delivers presentations on issues pertaining to technology resources, hardware, wifi, and network.
- ➢ Maintains and directs the maintenance of working and official departmental files.
- ➢ Monitors changes in regulations and technology that may affect assigned functions and operations; implements policy and procedural changes after approval.
- ➢ Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Vice President of Information and Technology Resources.
- ➢ Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations
- ➢ Reviews requests for technology services and determines priority and timelines;
- ➢ Establishes internal mechanisms for assuring accurate and timely technology support for end users;
- ➢ Keeps current and responds to emerging trends in information technology;
- ➢ Attends and participates in a variety of meetings; represents the department at campus and community events and programs;
- ➢ Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:
- ➢ Relevant security and compliance frameworks, standards, and regulations
- ➢ Knowledge of technological trends and developments in the area of information security and risk management.
- ➢ Protocols and procedures of computer troubleshooting, routine maintenance and new equipment installation;
- ➢ Network administration and connectivity; data communications, databases, and personal computer operations;
- ➢ Principles and practices of effective project management;
- ➢ Principles and practices of effective human resources management, staff development, supervision including pertinent laws and regulations;
- ➢ Strategic planning in organizational and management practices, assessment, analysis, and evaluation of programs, policies and administrative needs;
- ➢ Student learning and assessment as it relates to technology.

Ability to:

- ➢ Work independently, organize work and build an effective team to meet the needs of assigned areas of responsibility;
- ➢ Plan, manage, and oversee the coordination and implementation of work plans to achieve a designated objective; manage the coordination of multi-faceted projects and studies including coordination and planning for resources, manpower and timing;
- ➢ Adapt and plan for changes in cyber security, technology and work environments;
- ➢ Analyze, evaluate, and draw logical conclusions from complex technologies and related technical data;
- ➢ Communicate clearly and concisely, both orally and in writing with both technical and non-technical personnel; prepare clear and concise administrative and technical reports, correspondence, and memoranda;
- ➢ Establish and maintain effective working relationships;
- ➢ Read and comprehend complex written and technical materials;
- ➢ Work under pressure of time and conflicting demands;
- ➢ Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, ethnic backgrounds and disabilities of community college students and staff.

Education and Experience:

- ➢ Bachelor's degree from an accredited college or university with major course work in information technology, computer science or related field; and
- ➢ Five (5) years responsible related experience with at least three (3) years of management or supervisory experience and two (2) years of information security experience
- ➢ Experience leading computer support teams in an academic environment highly desired.
- ➢ Master's degree is highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.