(PD-581) Technology Operations Lead

**POSITION INFORMATION**

*Internal Team:* SL-Student Affairs Technology-140009

*Job Code/Employee Classification:* Info Tech Consultant 12 Mo

MPP Job Code:

Position Number:

*CSU Working Title:* Technology Operations Lead

Reports To:

*Campus:* San Luis Obispo

*Division:* Student Affairs

*College/Program:* Student Affairs Technology

*Department:* Student Affairs Technology - 140009

*FLSA Status:* Exempt

**SENSITIVE POSITION**

Sensitive Position:

*Job Summary/Basic Function:* Under the general direction of the Director of Student Affairs Technology, and working as member of the Student Affairs Technology team, this position leads initiatives and supports teams to ensure operational success. The Technology Operations Lead is responsible for daily coordination of technology resources including IT portfolio management, service level governance, and supporting the Division's strategic vision through the use of technology.

The Technology Operations Lead has assigned oversight responsibilities for the delivery of information technology services for the Division. In coordination, and as assigned by the Director, the Technology Operations Lead serves as a primary point of contact and escalation for all Division technology resources and serves as a senior leader for the Student Affairs Technology unit. Additionally, this position interfaces closely with campus Information Technology Services, and University-wide partners to assure adherence to ITS standards and consistent application and adoption of CSU/University best practices. Responsibilities include administration of assigned business functions, providing direction and assignments to staff, leading technology program administration, coordinating and participating in strategic planning, assisting with the department budget, and long-range and annual planning and objectives in consultation with the Director of Student Affairs Technology.

In addition to Division-wide authority, the incumbent in this position also serves as the assigned technology leader and partner for University Housing and serves as an advisor to the University Housing Leadership Team. In conjunction with the AVP/Executive Director, Senior Director, Associate Directors and other managers, staff, and students, this position assists in carrying out the mission and philosophy of University Housing, and champions comprehensive technology solutions to enhance the residential student experience.

*Minimum Qualifications:* Bachelor's Degree and two years of relevant experience (additional qualifying experience may be substituted for up to two years of required education on a year-for-year basis).
**Required Qualifications:**

Proficiency using standard software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems.

Knowledge of or ability to follow network administration and data administration procedures. Knowledge of or ability to quickly learn information technology systems and/or applications, including campus wide systems and multimedia environments, access procedures, networks and/or databases.

Knowledge of or ability to learn local area network system configuration, protocols, and/or transmission media.

Ability to install, configure, integrate and modify applications, networks, and other systems. Ability to understand principles of student learning and pedagogy. Ability to apply those principles using technology in the development of learning modules and support of classrooms and laboratories.

Knowledge of and ability to evaluate instructional software, courseware development, and multimedia applications.

Ability to collaborate with faculty and other professionals to analyze, plan and devise methods to improve student learning at the university level.

Ability to learn new technology tools to facilitate student learning and support classroom and laboratory instruction. Ability to analyze and resolve complex problems involving hardware, software and networking issues.

Ability to translate campus information security policy and standards into specific application risks and requirements. Ability to apply security models and frameworks to ensure appropriate application security.

Demonstrated ability to translate technological solutions into terms understandable by a variety of users from diverse backgrounds and varying levels of technical understanding.

Ability to apply consultative skills to assess users computing needs and provide appropriate support assessments.

Demonstrated ability to deliver formal and informal training for faculty and other users regarding the effective use of technology in courses, curriculum, and general program support.

Demonstrated ability to research and evaluate new technologies to meet a wide variety of user needs. Demonstrated ability to handle confidential information appropriately and exercise tact, sound judgment, diplomacy, and discretion.

Ability to learn and apply requirements for ADA accessibility compliance.
Preferred Qualifications:

Progressive experience designing, implementing, administering and leading process improvement in student affairs information systems such as health information management, student conduct, and residential management systems, counseling and advising systems, accessibility and learning management platforms.

Experience supervising and/or administering residential network operations, including familiarity with network services levels, wireless systems deployment, firewalls, switches, and routing.

Demonstrated experience serving a lead role as technical project manager, facilitating initiative intake, and developing technology implementation plans.

Ability to model and promote adaptability among students, colleagues, and educational stakeholders in the face of fast-paced technological change and demonstrate openness to the introduction of new digital tools by others.

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Demonstrated experience developing information security standards and conducting security audits.

Special Conditions:

Must be willing to travel to coordinate off-site events and for occasional professional development.

Ability to move desktop computer systems and printers (up to 50 lbs) and work in confined spaces if necessary to support network connections.

Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Must be able to successfully pass a pre-employment background/fingerprint check.

This position classification has been defined as “Exempt” and is not subject to overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Possession of a valid driver’s license or the ability to obtain by date of hire.

*Mandated Reporter:

General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

*NCAA:* No

*Conflict of Interest:* None

*Supervises Employees:* No
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<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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<tr>
<td>90</td>
<td><strong>Operations management:</strong></td>
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<td>Leads and oversees services and initiatives in support of strategic imperatives.</td>
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<td>Coordinates and promotes the effective use of technology in support of each unit’s vision, mission, and strategic goals.</td>
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<td>Assists with the overall responsibility for the day-to-day operations, organization, and direction of technology staff, and serves as the escalation point in the absence of the Director of Student Affairs Technology.</td>
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<td>Conducts departmental and individual staff meetings, provides input for staff performance reviews, and assists with the creation of staff professional development plans.</td>
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<td>Implements and enhances customer service, application portfolio, security, partner relations, and policies and procedures, and works to modify and improve existing policies and procedures.</td>
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<td>Analyzes needs, allocates resources, and ensures quality delivery of projects and services.</td>
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<td>Develops project planning, sets work priorities, schedules and assigns work and determines training needs.</td>
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<td>Ensures that policies and procedures are followed, leads development of internal procedures and operational processes, ensures appropriate coverage and support for production systems.</td>
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<td>Provides oversight administration and successful execution of all computing and technology applications, including operational student information systems, residential management systems, wired and wireless network infrastructure, specialized point solutions, and television/communication systems.</td>
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<td>Develops, captures, and uses metrics, standards, and service levels to evaluate department operations, establishes trends, provides reports and recommends changes.</td>
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<td><strong>Collaboration:</strong></td>
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<td>Collaborates with Information Technology Services, campus staff and students to understand user needs and ensure that appropriate infrastructure and services are provided, maintained, and enhanced.</td>
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<td>Represents University Housing and Student Affairs Technology units in campus committees, CSU and State-wide initiatives and attends conferences and workshops.</td>
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<td><strong>Finance and human resources:</strong></td>
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<td>Assists with the development, and implementation of the unit’s budget and annual financial allocations within fiscal guidelines. Provides budget forecasting and long-term fiscal resource recommendations.</td>
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<td>Assists in recommendations for short- and long-range staffing requirements.</td>
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<td>Leads, and assists in the development of high-performing technical staff to achieve identified goals and operational effectiveness.</td>
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<td>Leads efforts to create a diverse, engaged, and highly effective workforce.</td>
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Closely monitors trends in technology and participates in meaningful exchange of ideas and information with other institutions to improve and expand efforts at Cal Poly.

Attends training and maintains skill currency as appropriate to safely and effectively complete assignments.

Serves as a member of the Student Affairs Technology Leadership Team

Models a culture of open and honest communication, respect, inclusion, integrity, balance, high achievement, and professionalism.

Provide emergency support for network outages and other technology issues.

Performs other job-related duties and special projects as assigned.