CALIFORNIA STATE UNIVERSITY CHICO
HUMAN RESOURCES SERVICE CENTER

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MPP POSITION DESCRIPTION

A. POSITION DATA

Incumbent: Vacant/Recruitment   EmplID: _____   Date: _____

Working Title: Senior Director of Academic Technology   Reports To Title: (Appropriate Administrator)   Vice President, Information Technology

Department: Academic Technology

Division: Office of the Chief Information Officer   College (if applicable): _____

Reason:

☒ Vacant Position   ☐ Revision   ☐ Performance Evaluation   ☐ New Hire

Is this a new position? No

Classification Title: Administrator III   Job Code: 3306   Identifier - M80

Position Number: 00007164   Level/Range/Grade: 1

Pay Plan: ☐ 10/12 month   ☐ 11/12 month   ☒ 12/12 month   Time Base: 1.00   Check box if Intermittent ☐

B. POSITION PURPOSE

The Senior Director of Academic Technology is responsible for leading the Academic Technology team within the Division of Information Technology and in alignment with campus strategic initiatives. This role oversees daily operations and implements a vision for a robust instructional technology support program benefiting Chico State's faculty, staff, and students, in accordance with the IT Strategic Plan. Reporting to the Vice President of Information Technology & Chief Information Officer, the director provides leadership and support to enhance teaching through innovative technology use. This includes deploying instructional technologies across classrooms, online platforms, and campus-wide settings as required.

Leading the Department of Academic Technology, the director oversees the integration of web and media-based technologies into teaching practices, utilizing emerging tools that align with instructional goals. Actively engaging with academic departments, they identify and promote effective uses of learning technologies to enhance educational outcomes across the institution. They manage a team comprising instructional designers, technologists, and consultants, collaborating closely with partners such as Faculty Development (FDEV), the Provost's Office, Professional and Continuing Education (PCE), Accessibility Technology Services (ATS), the Center for Technology Equity (CTE), academic deans, department chairs and others.

In this administration role, the incumbent spearheads IT projects that support effective pedagogy and academic achievement. Responsibilities include leading the Technology and Learning Program (TLP), Classroom Technology Services (CTS), and the Learning Management System (LMS) staff to deliver exceptional service through technology solutions. The director fosters collaborative development of technological approaches for teaching, learning, and research, from concept to implementation. They ensure the Academic Technology team stays abreast of advancements in learning technologies such as LMS platforms, multimedia tools for immersive learning, student response systems, and pedagogically effective third-party applications.

Acting as a direct representative of the VPIT/CIO, the Senior Director advocates for high-quality IT solutions and actively engages with stakeholders to understand their needs and concerns.

SPECIAL REQUIREMENTS/DESIGNATIONS OF THE POSITION:
California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

The person holding this position is considered a "Limited 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) as

a condition of employment.

This position is a Higher Education Employer-Employee Relations Act (HEERA) designated managerial position and comes under the Management Personnel Plan (MPP) of the California State University. Individuals appointed to management positions serve at the pleasure of the President or designee. They are excluded from the collective bargaining process, are not subject to probationary service, and do not receive tenure or permanent status. This position is exempt from the overtime provisions of the Fair Labor Standards Act (FLSA).

The duties of this position will include participation in a decision that may have a material/financial benefit to the incumbent. Therefore, this is a "designated position" under the California State University's Conflict of Interest Code and the incumbent will be required to file a Form 700: Statement of Economic Interest and is subject to the regulations of the Fair Political Practices Commission. (Group/Category; Information Resources-Assistant/Associate Vice President/Provost or Director (all levels, CAT 01, 02)

This position requires travel, evening, and weekend time commitments.

C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this positions. Other functions consistent with your *Classification Standards* may be assigned as deemed necessary.

Does this position have Supervisory Responsibility? Yes _____

List of Functional Category with Responsibilities:	% of Time	Priority Weight
Department Leadership and Management: *Work with the Vice President, Chief Information Officer and other Division of Information Technology leaders to develop and execute the Division of Information Technology's (DoIT) strategic plan, as well as Academic Technologies annual operational plan in alignment with DoIT's and Chico State's strategic plans. * Create and maintain a culture of faculty client-centeredness and dedication to world-class customer service within Academic Technologies and lead the effort for Academic Technologies' continuous improvement in these areas. * Foster good morale, team spirit, and dedication to the goals of the DoIT's strategic plan among Academic Technologies staff members. * Mentor staff for talent development. * Develop and maintain a technology focused long-term teaching and learning strategic vision. * Participate in and attend, on an ongoing basis, meetings and team activities related to instructional and learning technologies design and development across campus for all learning spaces (classrooms, labs, conference rooms and others). * Organize and manage the operations of the functional teams within academic technology. * Develop and maintain an academic technology tool portfolio for campus instruction and student learning. * Lead the development and deployment of systems to measure and assess Academic Technology performance and productivity. * Manage Academic Technology's budget, hiring, and contracts in collaboration with the VPIT and the Information Technology Administrative Center (IASC). * Design, maintain, and execute a fair and effective staff performance evaluation process. * Assist other DoIT leaders in the development, implementation, and enforcement of policies and procedures regarding academic software and hardware, reporting, database access, copyright and license compliance, backups, system security, project plans, and status reports. * The incumbent will work collaboratively with DoIT staff and administrators to provide project management services to the Division and the campus. This includes working collaboratively with project managers and teams to promote standard project management methodologies and artifacts.	35%	
Academic Technology Services to Faculty *Provide leadership for innovation and support in all areas of academic technologies including Chico State's online programs, technology-mediated learning, and strategies to promote, enhance and enrich teaching through current and emerging technologies. * Lead the support for all campus teaching computer lab including software builds, hardware refresh	35%	

List of Functional Category with Responsibilities:

cycles, and audio-visual technology.
* Remain aware of all emerging instructional technologies and make recommendations about system adoptions.
* Foster cooperative relationships with all members of a diverse academic community.
* Oversee effective promotion of Academic Technologies' services to Chico State's tenure-line and adjunct faculty members and academic leadership.
* Manage the development and presentation of effective and timely workshops on academic technology topics of high interest and utility to faculty.
* Manage academic technology application contracts in collaboration with IASC and work with consultants and vendors of hardware and or/software products to evaluate and troubleshoot products and services.
* Assess student and faculty satisfaction with and outcomes of instructional technology and implement changes/improvements as needed.
* Explore and implement uses of new technologies for instructional support.
* Manage the administration of Chico State's LMS electronic tool and processes including LMS upgrades, maintenance, trouble shooting, and LMS technical support (for students, faculty, and staff).
* Adapt instructional and learning technologies to assist learners with disabilities, ensuring ADA compliance.
* Maintain instructional technology hardware, software, budget, project documentation and files.
* Maintain existing and foster new campus and community partnerships.
* Work with campus staff to provide support for faculty and to implement various technologies including CANVAS Learning Management System(s) (LMS).
* Campus outreach regarding academic technology vision and services.
* Coordinate classroom upgrades working with departments to ensure functionality.

ONLINE AND DISTANCE EDUCATION DEVELOPMENT AND SUPPORT: — **20%**
*Work with Deans, Dept/Program Chairs, PCE, and online students in developing an ambitious but realizable plan for online and distance education program development.
* Serve as primary liaison for issues supporting distance/online learning operations and strategies with Information Technology Services and other internal and external partners.
* Analyze and evaluate the current needs of the academic programs (state-side) in context with opportunities for online and distance education program development (state-side and self-support).
* Create plans and projects to respond to those needs.
Collaborate with Professional and Continuing Education and programs the opportunities for online and distance education.
* Provide programs, consultation and services that support the development of online teaching.
* Collaborate with Quality Assurance leaders.
* Stay informed of national trends in online education, particularly those institutions who offer competitive programs to ensure a leading edge.

Other Duties as Assigned — **10%**
* As assigned, serves as the representative on various campus and system-wide committees or conferences regarding academic technology and online education.

		Total	% of Time	Priority Weight
Total should equal 100% Time and 100 Weight		Total	100%	0

D. MANAGEMENT STANDARDS AND EXPECTATIONS

As a member of the managment team, you are expected to meet the following standards:

1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department's mission and goals; and demonstrating flexibility and adaptability regarding changes.
5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situation.
6. Demonstrates expertise and judgment. Develops, recommends and implements techniques and practices to improve your area of responsibility ensuring optimum performance. Keeps abreast of current trends and practices in the field. Solicits feedback to ensure quality service and efficiency or identify areas for improvement.

7. Educates staff about changes related to policy, services and expectations.
8. Ensures compliance with local, state and federal laws, and CSU and CSU, Chico's policies and guidelines to establish and implement appropriate procedures.
9. Is fiscally responsible with the organization's equipment, property and funds. Authorizes expenditures within the parameters of budget authorization.
10. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
11. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multi-cultural environment.

Additional Standards and Expectations

Replace this text with additional standards and expectations. This box will expand as needed when you tab to next field.

E. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

1. Demonstrated Knowledge, Skills and Abilities

Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

KNOWLEDGE:
Incumbent must possess:
* Demonstrated knowledge and experience working with LMS, desktop deployment tools, and domain computer configurations.
* Demonstrated knowledge and experience in trends and issues in instructional technologies.
* Demonstrated knowledge and experience leading and managing organizational units using strategic plans.
* Demonstrated knowledge and experience aligning operational goals through assessment.
* Demonstrated knowledge and experience integrating technology into the teaching/learning process.
* Demonstrated knowledge and experience developing innovative instructional technology projects.
* Demonstrated knowledge and experience managing and supervising complex DoIT operations within established timelines.
* Demonstrated knowledge and experience in effective supervisory practices and techniques, employee-employer relationships, and the management of a unit in a collective bargaining environment.
* Demonstrated understanding and experience in current compliance, regulatory and risk management policies relevant to area.

SKILLS:
Incumbent must possess:
* Excellent communication skills, both written and and verbal.
* Leadership skills; facilitate a highly collegial and consultative environment.
* Strong analytical skills to evaluate data, interpret trends, and draw conclusions to prevent or resolve problems.

ABILITIES:
Incumbent must have the ability to:
* Perform day-to-day administrative tasks such as managing human, fiscal, and information resources strategically.
* Demonstrate commitment to creating an inclusive excellent environment.
* Make timely, informed decisions that consider facts, goals, constraints, and risks.
* Apply creative and innovative thinking to develop fresh ideas and solutions to workplace challenges.
* Write and implement policies, procedures, standards, and guidelines.
* Apply creativity and vision and lead a diverse staff in pursuing that vision.
* Implement a strong commitment to customer service and organize staff work processes, training, and expectations to ensure excellent customer service is consistently delivered.
* Develop and sustain collaborative relationships with diverse teams.
* Communicate effectively with all levels of the organization including customers, sponsors, stakeholders and executives.
* Encourage open communication with staff across teams, foster an atmosphere of trust; is open-minded and fair when

handling conflicts.
* Demonstrate strong professional ethics; be flexible and adaptable as a leader/manager and promote teamwork.
* Facilitate problem resolution and identify opportunities to improve service delivery and customer satisfaction.
* Provide guidance and direction to others, including setting performance standards and monitoring performance.
* Handle complaints, settle disputes, resolve grievances and conflicts and negotiate successful resolutions with others.
* Use tact, diplomacy and discretion when handling sensitive and/or confidential matters or materials.
* Adjust to change; demonstrate flexibility and patience with changing expectations (e.g. work environment, legal changes, technology).
* Work a flexible work schedule, evenings, and week-ends as needed.

2. Education and/or Experience

EDUCATION:
A master's degree in instructional Technology or related discipline, business administration and/or a field related to engineering, technology, or computer science. Individuals without a degree may be considered if they demonstrate possession of substantially the same knowledge level as found in a degree but have attained advanced knowledge through a combination of work experience and intellectual instruction.

EXPERIENCE:
7+ years of experience working within the field of information technology in one or more areas of technical support, instructional and learning technology design and implementation, and/or operational management.
7+ years of demonstrable and successful experience supervising, managing or leading teams within the area of information technology in higher education or a similar industry.

F. PHYSICAL REQUIREMENTS
The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office. This position also requires standing and presenting or training for two to three hours at a time. May need to travel across campus to other offices and buildings for meetings and events. Also refer to the Physical Requirements & Work Environment form regarding this position.

G. WORK ENVIRONMENT

Work is performed in a typical office environment operating standard office equipment. Also refer to the Physical Requirements & Work Environment form regarding this position.

H. PREFERENCES - This section is for recruitment purposes only
Please indicate what special skills, education or knowledge are preferred.

I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only

APPROVAL

In Order of Approval

Incumbent: _____ Date: _____

Appropriate Administrator: _____ Date: _____

Vice President (or Designee): _____ Date: _____

Classification/Compensation: _____ Date: _____