



Job Description

Job Title: Exec District Dir–Educational Tech Support & Svcs JTC: AQS

Salary Range: E08

FLSA: Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for leading all facets of an organization that includes formulation, administration and oversight of plans, policies, budget and regulations based on knowledge of District policies and procedures. Responsible for the management of staff and projects, and generates business plans to accomplish the goals, mission, and vision of the District and organization.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Responsible for the administrative management, strategic planning and execution of the operations of the organization with the ability to sustain the operational financial plan. Develop, review, analyze and implement operational procedures required to effectively manage the day-to-day operations and comply with District policies.

Adheres to high ethical standards with the ability to bring about strategic change, both within and outside the organization to meet organizational targets. The proficiency to lead people to achieve the organizational vision, mission, and goals and to provide an inclusive, diverse workplace that fosters the development of others, teamwork and supports constructive resolution of conflicts.

Establish cooperative working relationships with leaders, staff, internal and external stakeholders while maintaining transparency and accountability. Demonstrated ability to plan and manage organizational growth and balance multiple simultaneous projects. Must possess the ability to make independent decisions when circumstances are warranted.

Excellent detail orientation with time-management skills, including the ability to develop a comprehensive project plan and manage numerous tasks and deadlines. Capable of making decisions that produce high-quality results by applying technical knowledge, analyzing problems and calculating risks.

Excellence in organizational management, with the ability to coach staff, manage and develop high-performance teams, manage a budget and obtain operational targets using outcome measures.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities.

MINIMUM KNOWLEDGE AND EXPERIENCE

Master's degree in related field plus five (5) years of related work experience including two (2) years of supervisory experience. Official transcripts are required. Must have valid driver's license to travel off site. Work hours may extend beyond the regular, Monday-Friday, 8:00 a.m.-5:00 p.m. workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for the daily operations of eCampus, Learning Management System (LMS), service desk and supporting products to ensure students and faculty have a stable and functional system. Directs, plans, reviews and evaluates the activities of the staff including daily operation of the department, analyzing the workflow, developing standards and setting guidelines. Sets priorities among IT initiatives and projects, and coordinates the evaluation, deployment and management of current and future IT systems across the colleges.

Responsible for the management of hardware, networks, operating systems and applications for administrative and instructional information technology applications. Receives and prioritizes requests for technical problems and assistance. Anticipates and plans for future needs in a community which will continue to expand the variety and scope of its educational technology needs, including disaster recovery protocols.

Collaborates with other institutions, faculty and staff to recommend improvements to processes and tools for use within the district. Works with vendors on root cause analysis and problem resolution for LMS and associated products. Collaborates with key stakeholders to plan and deliver engaging programs related to effective use of technology in teaching, evaluation of learning and academic program evaluation.

Reviews professional literature, network with instructional technology professionals and participate in activities to stay informed about trends in instructional technology in academia. Participates in relevant technology planning committees to integrate academic technology tools into existing computing infrastructure. Identify and execute training and development for assigned staff. Keeps leadership and staff informed of all issues and concerns and ensures that the team has proper resources and tools to complete assignments/projects and improve efficiencies.

Oversees and monitors contracts for service and vendor management and ensures the organization follows district policies and procedures. Utilizes excellent listening, oral and written communications skills to communicate with a diverse array of stakeholders and constituents within the DCCCD community network. Provides excellent customer service.

Responsible for supervising approximately 20 employees (directly/indirectly). Manages a budget of approximately \$2M.



Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.