



Job Description

Job Title: Managing Director-Information Technology

JTC: CCV

Salary Range: N08

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 directing the activities of a specific department or organization to ensure business goals and objectives meet the vision, mission and goals of the district.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Manages the activities and productivity of a department or organization. Ability to think strategically and innovatively creating realistic plans and workflows. Ability to manage teams to achieve challenging deliverable objectives to meet the vision, mission and goals of the organization/district. Complies with district policies/procedures as well as applicable local, state and federal rules and regulations.

Must be able to implement new and/or improve existing processes that impact organizational performance and customer satisfaction. Keeps up-to-date on trends and best practices in area of responsibility incorporating new facts and ideas into business processes; open to change and applies creative thinking to develop solutions based on new methods and technologies.

Ability to use independent judgement as well as the ability to work collaboratively in a team environment. Networks with potential clients and/or stakeholders in order to acquire new and innovative business tactics and ideas. Represents the organization to key stakeholders, the public and business partners.

Must have well developed skills in prioritizing, organization, decision making and time management. Provides staff with the tools, resources and materials necessary to meet the goals of the organization. Must be results oriented in addition to having strong business-development skills and the ability to interact with diverse, multicultural clients and/stakeholders, both internal and external to the district.

Must be an effective communicator with outstanding interpersonal, written, verbal and presentation skills as well as excellent leadership and customer service skills, management experience and the ability to motivate employees.

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

Bachelor's degree or higher plus five (5) years of work related experience. Official transcripts required. Must have valid driver's license for offsite travel. 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

Manages IT activities within assigned area of responsibility. Provides technical expertise and guidance related to IT operation, network and operating systems, or the design and maintenance of systems programs/software in order to meet the business needs of the district. Ensures compliance with district guidelines, policies and procedures. Maintains professional and technical knowledge through professional development activities to stay current on best practices and technological changes.

Collaborate with IT team members to preserve assets by assisting in the coordination of disaster recovery, back-up procedures, and information security and control structures. Act in alignment with user needs and system functionality to contribute to organizational guidelines. Completes projects by coordinating resources and timetables with user departments and IT staff. Acts as liaison between clients, vendors, and project managers to coordinate project phases from development to installation. Identify problematic areas and implement strategic solutions.

Works collaboratively with IT staff on the implementation of network and system security procedures while following District guidelines. Ensures timely remediation of vulnerabilities and reports solutions to IT staff. Consults with end users to determine complex systems, network and/or software needs. Identifies, assesses and develops requirements for new and existing computer systems and networks. Reviews change management requests and change procedures. Plan and direct the work of IT professionals in assigned area of responsibility.

Maintains organizational effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing technology. Utilizes in-depth technical knowledge and business requirements to design and implement secure solutions to meet customer/client needs while protecting business assets. Prepares and maintains IT procedures and documentation related to processes and platform operations. Verifies application results by conducting system audits of technologies implemented. Supervise, hire, and train IT staff in assigned area of responsibility.

Strong communication skills with the ability to articulate conceptual or informative ideas, collaborate with, motivate and advise others regarding technical and complex concepts. Interacts effectively with internal/external stakeholders and constituents within the DCCCD community network, while exercising discretion and sound judgement. Uses analytical and project management skills to meet deadlines and manage workload/prioritize tasks. Works well under pressure. Provides exceptional customer service.

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.