



## Job Description

**Job Title: Assistant Director-IT Network Services**

**JTC: CCR**

**Salary Range: N07**

**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 assisting in developing and implementing plans and goals for the department. Well-versed in performance and operations management and competent in assuming delegated duties. Leaders and critical thinkers, ready to solve problems before they become obstacles.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Ability to provide guidance and leadership in planning the day-to-day activities of assigned work group. Able to collaborate with stakeholders to implement/improve processes and procedures in order to meet the mission and goals of the institution or organization.

Must have strong interpersonal, organizational, time management and problem solving skills as well as the ability to prioritize, plan and lead projects as assigned. Able to identify problems and determine the best solution, working to resolve the issue(s).

Able to develop strong working relationships with team members, key stakeholders, internal and external constituents from diverse backgrounds in order to meet business needs. Able to provide guidance and support to employees to improve the value of the organization and create a positive work environment.

Demonstrated ability to work individually and in a team environment. Ability to adapt to changes in a fast-paced work environment to meet priorities, organizational and/or customer needs. Must be able to plan, organize and schedule staff and tasks effectively to achieve objectives while adhering to institutional and/or the organization's policies and procedures.

Ability to interface with diverse groups of individuals, internal/external to the organization, utilizing multiple methods to communication as appropriate to the audience. Must be able to maintain confidentiality and have high ethical standards. Knowledge and experience in providing exemplary customer service.

### 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. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's Degree with four (4) years of experience in work related field including one (1) of supervisory/team lead experience. Official transcripts will be required. Valid Texas driver's license required 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

Provides technical leadership, networking and operating system expertise as well as serves as a project manager and escalation resource for all technical activities. Ensures integrity and availability of data through continuous assessment of data backup operations. Keeps current on best practices and technological changes through professional development and/or activities.

Works collaboratively with IT staff to ensure coordination of standards, network design and project implementation while adhering to District guidelines. Ensures adherence to best practices and proven methodologies to promote continuous information operations and the integration of new value-added technical services and technology.

Coordinates and collaborates with diverse internal/external stakeholders and constituents to resolve escalated issues arising from operations and requiring coordination with other departments. Executes upon approved adjustments and changes that increase performance and availability. Leads internal projects to improve service.

Coordinate and communicate closely with management and help desk during all unplanned network outages. Provide advance notification of all planned system and network outages and sets realistic expectations on availability. Develops, implements, and manages strategic business relationships with technology vendors and suppliers, internal and external business partners, and collaborates with senior IT management and other key stakeholders to establish goals and define strategy and objectives.

Ensure quality and responsive services through management and delivery of ongoing preventative maintenance, assessment, and proactive monitoring. Conduct meetings with support staff to discuss tasks and future projects. Utilizes excellent oral, written, and interpersonal communication and presentation skills across organizational boundaries.

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.*