



Job Description

Job Title: Managing Director–IT Operations/Quality Assurance 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 ensuring business goals and objectives are met.

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 in related field plus five (5) years of work related experience. Official transcripts and certifications required. Valid 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 criminal background and/or fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for directing all development and maintenance aspects of quality control for the district information technology operation. Develop and apply a structured change management approach and methodology for supporting the information technology operational activities. Create and manage measurement systems to track adoption, utilization and proficiency of changes.

Cultivate change management and quality assurance strategies based on research standards. Provide direct support and coaching to front line managers and staff to aid in operational efficiency and the transition brought upon by major project initiatives. Collaborates and maintain relationships with colleagues to solve complex district quality control problems.

Facilitate strengths, weakness, opportunities and threats (SWOT) analysis, readiness assessments, evaluate the results and present findings in a logical and understandable manner. Develop a set of actionable and targeted change management plans including communication plans, sponsor roadmaps, coaching plans, training plans and resistance management plans.

Provide leadership and direct the efforts of operational teams that are responsible for the quality assurance activities associated with the district's information technology procedures. These activities includes documentation development and maintenance, process workflow creation, user testing of application development and deployment. Collaborate with district IT managers to analyze operational processes and assist in designing improved methods by establishing and enforcing quality standards to enhance DCCCD internal and external customer experience.

Leads team in conducting quality assurance research activities. Ensures that software tests identify defects and comply with quality standards. Evaluates test results against expected results and recommends improvements to test plans and documentation. Plans and direct activities concerned with development, application, compliance, and district IT user guides. Utilizes excellent listening and communication skills when interacting with a diverse array of stakeholders and constituents within the DCCCD community network.

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.