State College of Florida, Manatee-Sarasota
Job Description

Job Title: Director, Technical Services
Reports to: Chief Information Officer
FLSA Status: Exempt
Level: 215
Position Class:

Job Summary:
This position is responsible for the maintenance and operation of the college network systems, including network routers and switches, servers, VoIP communications systems, and other related network services. Reporting directly to the CIO, this position will develop and implement network and system infrastructure solutions to provide highly available, secure, efficient, and scalable services for the College and its constituents. Provides planning, mentoring, and management to subordinates ensuring successful completion of projects, tasks, and activities.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. 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 duties and responsibilities of the job. Applicants may be asked to demonstrate any or all of the following duties:

1. Provides overall supervision to network services staff including but not limited to; interviewing, training, planning, assigning and directing work; performance evaluation; disciplining staff; and addressing complaints and resolving problems.

2. Manages the general operation of all college’s data networks, systems, servers, and infrastructure hardware including but not limited to: core networking switches & routers, packet shapers, firewalls, directory services, servers, network printers, VoIP communications systems, and video conferencing equipment.

3. Ensures that the campus-wide network is secured to industry standards using firewalls, IPSec VPN, IPS, WPA/WEP, and other necessary methods and systems.

4. Responsible for developing and implementing Disaster Recovery solutions, plans, and policies to ensure business continuity for the campus.
5. Oversee development and maintenance of server, networking, and data wiring documentation.

6. Recommends and implements network infrastructure changes, enhancements and maintenance within budget constraints and future requirements.

7. Remains flexible in working hours to meet the needs of the College, including periodic on call, with some evening and weekend hours required.

8. Meets with supervisory staff to discuss progress of work, resolve problems, and ensure that standards for quality and quantity of work are met.

9. Manages, monitors, and plans growth for all Transport systems; i.e. WAN (FIRN2, MFN, & Lambdarail), LAN & OSP.

10. Acts as the Information Assurance Officer responsible for data encryptions and data protection of the College’s data.

11. Serves as Disaster Recovery team leader, ITAC committee member and any other committee post as assigned by the CIO.

12. Performs other duties as assigned.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  Bachelor of Science degree in Computer Science or related field; Master's degree preferred; minimum of seven (7) years of experience in Information Technology with at least three (3) years in a leadership role.
  This position requires; project management skills; strong leadership skills, excellent written and oral communication skills to all levels of the college; above average problem-solving; and the ability to manage multiple projects under tight deadlines.

- **Supervisory Experience:**
  More than five years of direct supervisory experience, including formal training in supervision, is required for this position.

- **Language Ability:**
  Ability to read, analyze, and interpret scientific and technical journals, financial reports, and legal documents. Ability to respond to technical questions and/or complaints from college leadership, customers, regulatory agencies, or members of the community.

- **Math Ability:**
  Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to compute rate, ratio, and percent and
to draw and interpret bar graphs. Ability to apply concepts of basic algebra and geometry.

- **Reasoning Ability:**
  Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to work with formulas, scientific equations, graphs, musical notes, etc.

- **Computer Skills**
  Must possess detailed knowledge of Cisco networking hardware/software and networking design; experience with Windows 2003/2008 and Exchange 2007. Have project management skills; strong leadership skills, excellent written and oral communication skills to all levels of the college; above average problem-solving; and the ability to manage multiple projects under tight deadlines.

- **Certificates and Licenses**
  CCNP (Cisco Certified Network Professional), CISSP (Certified Internet Security Professional), and MCSE (Microsoft Certified Systems Engineer) are not required but given significant consideration.

**Responsibility for People and Property:**
Provides overall supervision to the Network Services staff.

**Responsibility for Communication:**
- **Internal Contacts**
  This position has routine contact with all levels of SCF staff. Occasional contact with students.

- **External Contacts**
  This position has frequent contact with vendors; occasional contact with the public and professionals appropriate for discipline.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.

**Physical Demands:**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is routinely required to sit. The employee is frequently required to use manual dexterity, reach with hands, arms, and talk or hear. The employee is occasionally required to stand, walk, climb or balance, stoop, kneel, crouch or crawl, taste or smell, and lift up to 10 pounds.
**General Performance Standards and Expectations:**
In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. Mission and Goals: Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. Customer Service: All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. Grooming and Appearance: State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. Safety Awareness: State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. Attendance Standards: State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. Training: State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. Continuous Improvement: State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**
This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
<th>Title</th>
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<td>Preparing Manager</td>
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