



Connecticut State Community College
Job Description
Campus Director of Information Technology

Salary Level:
CCP 20 (Subject to Willis)

Date Approved/Revised:
Rev. 4 2/23/24

Position Purpose

The Campus Director of Information Technology (CDIT) is responsible for providing technology service leadership on a campus under CT State Associate Vice President of Technology Operations. The CDIT works collaboratively with Academic Technology Managers (ATM), Enterprise Technology Managers (ETM) and CSCU Shared Services Managers to support the effective adoption and ongoing use of enterprise shared technology services, administrative and academic technologies utilized within the respective campus. The CDIT ensures priorities and guidance provided by ATMs and ETMs are carried out on a campus.

Supervisory and Other Relationships

The CT State Campus Director of Information Technology works under the direction of the Associate Vice President of Technology Operations. The position manages the work of supervisory, technical and support staff who perform the full range of academic and administrative computer services.

The position is required to have substantial cooperative relationships with students, staff and faculty and is expected to represent the College and the Information Technology function in a positive manner.

Examples of Duties:

The following examples of duties illustrate the general range of tasks assigned to the position but are not intended to define the limits of required duties. Other essential duties may be assigned consistent with the general scope of the position.

- Reporting to the CT State Associate Vice President of IT, the CDIT assists with the supervision of enterprise shared technology/administrative technology support staff and academic technical support staff on a campus.
- The CDIT provides critical feedback on implementation and operation outcomes of enterprise technology service components, administrative and academic technology services at a campus level.
- Working with CT State Associate Vice President of IT, ETMs, ATMs, CT State College Office and CT State functional leaders, the CDIT coordinates service goals based on service needs, strategies to support, metrics to evaluate effectiveness, and reporting mechanisms to ensure enterprise shared technology services, administrative and academic technology services on a campus are meeting the needs of the CT State organization.
- Lead the implementation and operation of CT State enterprise shared technology service, and administrative and academic technology service components on a campus.
- Management of campus-based Technology Service Organizational (TSO) technical staff supporting enterprise shared technology services, and administrative and academic technology services at the respective campus.
- Oversee daily administrative tasks and campus-related functions.
- Responsible for managing the local campus technology budget.
- Aid the CT State Associate Vice President of IT and the Associate Dean of Campus Operations with managing state capital funds.
- Project management and administrative tasks to ensure compliance with enterprise services.
- Provide supervision, selection, management, and evaluation of campus-based technical support staff.

- Collaborate with CSCU enterprise technicians, campus technicians and vendors to aid in the identification, development, and implementation of appropriate technology solutions for supporting teaching and learning initiatives as well as administrative technology needs on a campus.
- Working with CT State Associate Vice President of IT, ATMs, ETMs, CT State College Office and CT State Campus functional leaders, the CDIT oversee all campus technology operations of enterprise shared technology service, and administrative and academic technology services.
- Leads strategic and operational planning that directly impact campus level enterprise shared technology service, and administrative and academic technology services.
- Analyze the resources needed to fulfill the campus's technology service obligations including the development of cost/benefit analysis and long-term forecasts of technology service requirements.
- Prepare fiscally sound budgets and expected results of expenditures in support of campus-based enterprise shared technology services, and administrative and academic technologies.
- Aid in the preparation, maintenance, and coordination of disaster recovery plans for consistent business operations on a campus.
- Engage in professional development to maintain continual growth in professional skills and knowledge essential to the position. Provides direct training to technical staff for related enterprise shared technology service, and administrative and academic technology requirements.
- Provide onsite and remote technical support for workstations, applications, network services, software, printers, Wi-Fi, etc.
- Ensure customer satisfaction through the timely and professional resolution of employee problems, which are logged and tracked through the CSCU service desk ticketing system.
- Maintain documentation and knowledge base articles of IT processes and their respective solutions.
- Providing support and technical services for various core network devices & services; WAN and LAN connectivity, switches, routers, firewalls, Wi-Fi, printers, VPN, VoIP, etc.
- Making recommendations for improving existing systems and processes.
- Managing campus backup and business continuity systems.
- Maintain/Upgrade/Update campus servers, network equipment, software, and other core services.
- Work with other regional IT team members and managers to collaborate on successful deployment of enterprise-wide initiatives.
- Participate in related communities of practice to learn and share knowledge about managing technology services.
- Maintain a commitment to CT State overarching goals, including initiatives encouraging equity and diversity.

Professional Participation and Development

In addition to the accountabilities listed above, the incumbent is required to carry out the essential duties of:

- Attendance and participation at convocation, commencement and honors ceremonies;
- Service on assigned committees and task forces;
- Attendance and participation at committee, staff, informational and professional meetings.

Qualifications:

Incumbents must possess proven ability to effectively work with a culturally, linguistically, and ethnically diverse faculty, staff, and students. They are expected to have excellent oral and written communication skills along with strong Information technology literacy skills such as Microsoft Office (Word, Excel, Outlook, Teams etc.). The CT State Campus Director of Information Technology is required to have demonstrated advanced knowledge and abilities in the following areas:

- Proven ability to serve as an effective member of a management team, be an effective leader to a team of highly trained personnel and consultants; and interact effectively with technical staff, technical service customers, auditors, consultants, vendors, and stakeholders at all levels.
- Excellent interpersonal and collaborative skills, and the ability to communicate technical concepts to technical and nontechnical audiences.

- Experience managing, evaluating, training, sourcing and disciplining technical staff.
- Experience working within a complex organization, interacting with and influencing multiple stakeholders.
- Proven track record and experience in developing technical solutions, technical standards, policies, and procedures, as well as successfully executing solutions to achieve the objectives of customers within a dynamic environment.
- Knowledge of common operational management frameworks with detailed knowledge of IT Service Management (ITSM.)
- Experience in higher education, highly preferred.

These skills and abilities typically are acquired through a combination of education, training and experience which would include a Bachelor's degree, with a Master's degree preferred, in computer science or related technological discipline together with three to six years of experience in computer system, network and software design, development and implementation with one to three years of experience in supervision of others; or a combination of education, training, and experience which would lead to the competencies required for successful performance of the position's essential duties.

Work Environment:

The incumbent typically performs work in offices, conference rooms and in locations where groups of students, faculty and staff gather. The work does not, normally, involve any significant physical effort. The incumbent may travel to public sites to make presentations as well as travel to regional or central meetings and conferences.