



Position Title: Associate Vice Provost, Enterprise Operations
Reports To: VP, Chief Information Officer
Department: Information Technology
Prepared By/Date: Carol Flynn/05-2007
Approved By/Date: Karl Herelman/07-2007
Revised: Jennifer C. Brito/08-07-2009

Job Code: 0105-03E
Job Group: PEC
Salary Grade: 20
FLSA Status: Exempt

Summary:

The Associate Vice Provost, Enterprise Operations is responsible for overall leadership and strategic direction of Datacenter, Systems Management, Network, Telecommunications, and Internet technologies. The position is responsible for the tactical and fiscal planning for all computing infrastructure and Network and Telecommunication initiatives.

Essential Duties and Responsibilities:

- Provides oversight of short and long range planning for College datacenter computing infrastructure.
- Provides oversight of short and long range planning for Network and Telecommunications technologies.
- Ensures the effective delivery, security, operational reliability, and availability of computing, networking and telecommunications services in a timely, cost effective and efficient manner.
- Provides management for the design, installation and maintenance of computing, voice, data, and video networking technologies.
- Prioritizes and establishes budgets for projects related to servers, storage, software, systems, wide area networks, peer-to-peer communications, and network security for data, voice, and video communications.
- Develops policies and procedures that ensure cost-effective delivery of electronic content, including audio, video, images, and data.
- Collaborates with the Vice Provost, Chief Information Officer, Directors, and Subject Matter Experts to facilitate the design and architecture of college-wide computing, networking and telecommunications infrastructure services that are required to support the teaching, learning, research, and administrative functions of the college.
- Provides input to the Vice Provost/CIO on long-range technical, budgetary, and economic planning for datacenter, computing infrastructure, Network and related Telecommunication services and systems.
- Provides required reporting for all aspects of the College Datacenter, College Networks, including Telecommunications and Internet Services.
- Interviews, hires, and provides professional development for appropriate district staff.
- Performs other duties assigned.

Knowledge, Skills and Abilities:

- Knowledge of mainframe and/or large enterprise server support
- Knowledge of systems administration, management and programming
- Knowledge of datacenter operations
- Knowledge of video conferencing technologies, Telephony, Voice Over Internet Protocol, Network Management and Monitoring and Telecom Services
- Knowledge of related voice, data and video networking software.
- Knowledge of LAN / WAN technology and all other pertinent aspects of networks.
- Knowledge of network security.

- Knowledge of the current and developing technology found in large educational institutions and the related impact on infrastructure, services, and processes.
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community including executives, management, IT personnel and end users.
- Strong project management skills with the ability to ensure completion of department initiatives and recommendations.
- Strong written and oral communication skills.
- Strong analytical skills and attention to detail.
- Ability to apply effective leadership skill to direct multi-department technical and administrative staff. Routine contact is required with IT managers, subject matter experts and periodic contact is required with users.
- Ability to carry out supervisory responsibilities in accordance with the College's policies and applicable laws.
- Ability to create effective working relationships across multiple levels and departments.
- Ability to manage development of IT related design and development documentation, reports, business correspondence, process, and procedure manuals.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to effectively present technical information and respond to questions from groups of executives, managers, end users and non technical personnel.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to solve complex problems and deal with a variety of concrete and abstract variables in situations where only limited standardization exists.
- Ability to work in a multi-ethnic/multi-cultural environment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually 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 must occasionally lift and/or move up to 25 pounds. The employee is frequently required to stand; walk; talk and hear; sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as "essential." This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor of Science (BS) degree from an accredited college/university in Computer Science, Information Systems or related discipline and eleven (11) years experience in higher education administration, with three (3) years in management
- Must have functional knowledge of computer operations, security and database administration, server support, application programming, and software development methodology.
- Must have a functional knowledge of related Network and Telecommunications architecture, hardware, and software.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name