NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

Director of Computer and Technical Services

Department: Computer and Technical Services  Job Status: Full Time
FLSA Status: Exempt  Reports To: VP for Administration
Grade/Level: Admin/Prof II  Amount of Travel Required: No travel required
Work Schedule: Positions Supervised: Micro Computer
Monday - Thursday 8AM - 6PM  Technician; Instructional Computer Technician
Friday 8AM - 12PM  Contract Length: 12 months
Or as assigned by the supervisor

PURPOSE: The Director of Computer and Technical Services is responsible for the operation, management, and maintenance of the DEC VAX/VMS POISE system and campus-wide network. As the College's computer system administrator, the director will maintain computer security and control access to college computer programs and information. The director's primary responsibility is to provide computing support and services to administrative system users, and secondarily to faculty and staff in instructional computing. The director is responsible for the operation and coordination of the campus-wide network and all attached devices such as office desktop computers, instructional laboratory computers, and network system printer. The director is also responsible for the administration and management of the College e-mail account system, Internet access and telephone system.

MAJOR RESPONSIBILITIES:
• Works with administrative/educational support applications and network activities. Responsible for the installation, maintenance, security, testing and enhancement of selected network-client software packages and the training of end-users in the use of the POISE system.
• Responsible for the control of the administrative computer system (Alpha), the Windows NT e-mail system, college web server and peripheral equipment to ensure proper operation.
• Assists and trains faculty, staff, and students in the use of computer equipment and software by orientation sessions, one-on-one training, and tutoring or telephone help-line services.
• Troubleshoots and repairs computer network hardware and communication equipment.
• Learns and maintains related system and application software.
• Performs departmental clerical functions, including maintaining computer security files and hardware and software database inventory.
• Writes procedures for faculty, staff, and students on the use of system hardware and software and communicates data needs to Campus America.
• Supervises and coordinates activities and job functions of the Microcomputer/Network Support Specialist.
• Responsible for specifications and purchasing for all technology including wiring, routing and switching equipment, servers, computer workstations and software in all on-campus, as well as off-campus, locations.
• Oversees maintenance, upgrades, troubleshooting, and testing in all labs on-campus and off-campus.
• Responsible for maintenance, upgrades, and troubleshooting on all software and hardware (including PCs, servers, printers, scanners, etc.) in all offices and work areas on-campus and off (Truck Driving School, Naples/Omaha, LSAEC, LSSDC, MPAEC).
• Responsible for maintenance, security, and supervising development of NTCC website.
• Installs, maintains, and enhances selected network-based multi-user application software.
• Responsible for maintaining and enhancing campus-wide data connection (Internet).
• Assist Institutional Effectiveness/Grant Development in conducting a comprehensive evaluation of departmental strategies, goals, and measurable objectives to assure compliance with the Southern Association of Colleges and Schools (SACS) and Texas Higher Education Coordinating Board (THECB) Institutional Effectiveness standards.
• Assist Institutional Effectiveness/Grant Development in gathering information related to reports required by the Texas Higher Education Coordinating Board, Legislative Budget Board, and other external agencies.
• Extract and analyze college financial information, course information, and student performance data from the DEC-Vax System in response to administrative requests.
• Serve as chair of the Technology Committee.
Designated key holder/contact to the National Center for Educational Statistics Integrated Postsecondary Education Data Systems (IPEDS) to coordinate the data input from all departments related to this biannual report.

May lead technical and professional employees in support of network and operating system software/hardware, and will coordinate activities.

Coordinates the maintenance and enhancement of Wide Area Network (WAN) services with the Director of Institutional Effectiveness and Distance Education.

Responsible for administrative and network security.

Monitor location software licensing compliance.

Mentors an intern from the computer science department to assist in the development of the hardware, network, and software knowledge on a semester basis.

Supervises and coordinates activities and job functions of the Instructional Computer Aid and works closely with the lab assistants under this position.

Responsible for administration and control of the PBX voice system and all of its related components.

Performs other related duties as assigned.

ADDITIONAL ESSENTIAL POSITION FUNCTIONS:

- May exceed 40 hours per week on a consistent basis, including evenings and weekends.
- Visible and available on campus during the standard 40 hour work week.
- Available as necessary via phone, email and text including evenings and weekends.

QUALIFICATIONS:

**Education:** Bachelor’s degree required. Master’s degree preferred.

**Experience:** Minimum 10 years fulltime successful experience in the field of computer and technical services with some supervisory experience required.

**Skills and Abilities:**

This position requires knowledge and expertise in the operation, maintenance, and management of the ALPHA/VMS POISE system. Knowledge and experience with 100 Base-T/Gigahertz network system and working knowledge of the operation and maintenance of a Windows NT peer-to-peer network system. Ability and knowledge to design and implement a Local Area (LAN) and Wide Area Network (WAN). Internet Website development, maintenance, and experience in HTML coding are highly desirable.

Significant analytical and reasoning skills are required in this position in order to manage and operate a large relational database and program in the Data Management System Language Code (DMS). Ability to write moderately complex computer programs to solve data requests and support functioning of the institution. Ability to read, comprehend, and utilize complex written and verbal technical information is critical to this position. Intellectual ability and mechanical aptitude to diagnose complex computer software and hardware problems and perform necessary repairs or corrections is needed. Skill and ability to identify and resolve computer system problems to a user's satisfaction is considerable. This position also requires the ability to communicate hardware or systems problems to other technical or managerial personnel in order to allocate resources to correct problems. The director should have experience in development and administration of departmental budgets as well as excellent project management skills.

SIGNATURES:

Director of Computer and Technical Services

Vice President for Administrative Services

President

Job description developed: 1995
Prepared by: Kenny Goodson, Jerry Henry