

Gettysburg College Position Description

Official Title: DIRECTOR OF INFRASTRUCTURE AND COMPUTING

Working Title: DIRECTOR OF INFRASTRUCTURE AND COMPUTING

Position Number: 00100205

Salary Level: Exempt

Job Status: Full Time

Budgeted Hours: 2080

Name: Vacant

Reports to: Vice President of Information Technology

Division: Information Technology

Department: Infrastructure and Computing

Date: November 5, 2018

General Summary of Responsibilities: The Director works under the general direction of the Vice President of Information Technology to insure programs and policies are consistent with the College's strategic plan and the Vice President's strategic plans and initiatives for the Division. The Director of this position has broad technical and management oversight responsibility for all operations within the Infrastructure and Computing Department including network infrastructure operations, computer and mobile device support, telecommunication operations, and user helpdesks. The Director must keep all forms and levels of security at the forefront of all conversations, budgeting, planning, and operations.

Director is responsible for strategic and tactical financial planning for Infrastructure and Computing Department as well as technical forecasting, budget forecasting, engineering, operation and maintenance. The person holding this position is responsible for the coordination of duties and responsibilities and supervision of all staff within Infrastructure and Computing Department, with oversight authority over the Telecommunications group. The Director is responsible for coordinating communication and efforts with other IT divisional Directors.

Director should possess strong leadership skills to manage and motivate departmental staff. Director must be capable of complex problem-solving using analytical skills to address both technical and College business challenges that span multiple departments and teams. Director must bridge the gap between technical and non-technical teams and translate technical ideas in terms of business value. Director should be able to prioritize, plan and execute technical projects on time and on budget. Director needs to be flexible to maintain and introduce up to date functional technology systems that enable productivity.

Director is responsible for providing excellent customer service to the campus community related to computer classrooms, network printers, computer and network infrastructure, mobile devices, telecommunications, and computer based software. Director is responsible for the operations of both the campus and student helpdesks.

The Director interacts with senior-level personnel both within and external to Gettysburg College to resolve a variety of strategic issues of importance to Infrastructure and Computing Department. The Director should have communication skills and cross-cultural abilities to maximize their effectiveness with diverse groups of students, colleagues, and community members. Communicates with industry experts on infrastructure and computing improvements and works with the budget office and the Vice President of Information Technology to justify costs and acquire funding approval.

Reporting Relationship: Reports to the Vice President of Information Technology

Education and Experience Required: This is a senior level expert position and requires:

1) Bachelors degree in Engineering, Computer Science, or related technology discipline; Masters degree preferred;

- 2) Five (5) or more years equivalent senior level experience in engineering and/or technical management, planning, design and implementation of communications networks and systems of telecommunications; development, institutional budget processes and forecasting; and complex project management and system integration; and
- 3) Five (5) or more years experience in support of computer and network operations.

Along with an advanced degree, certifications in the area of computing and networking are preferred.

Exceptions to these requirements can be made for those individuals who have exceptional technical capability and experience, and who have a substantial portfolio of accomplishments in the areas emphasized by this position.

Broad expert level knowledge is required in the areas of data communications, telephony and network technologies; advanced methods of data transmission via a variety of media including copper, fiber and radio; computer hardware and software; and the application of real world solutions. Excellent negotiation, human resource management, and writing skills are required.

Knowledge, skills and abilities, required:

- analytical and organizational skills,
- exceptionally self-motivated and directed,
- superior analytical and problem-solving abilities,
- strong communication skills,
- the ability to lead and motivate staff,
- strong attention to detail,
- knowledge of operational and capital budgets,
- strategic planning and project management experience,
- calm problem solving skills during emergency events,
- familiarity with information system programs and software, such as Microsoft Server platforms and MS Office Suite,
- practical knowledge of IT systems and infrastructure, such as networks, database administration, help desk, software development, and telecommunications.

Principal Contacts (Internal/External): 60% of the Director of Infrastructure and Computing's principal contacts will be internal and 40% external. Internal contacts can be with everybody at Gettysburg College - support staff and administrative employees, faculty and students. External contacts will include domestic and/or international industry representatives and consultants who are experts in their fields, business executives, vendors, data, telephone and telecommunications company executives, alumni, families, and trustees.

Supervisory Responsibilities:

Coordinates and manages responsibilities and supervision of all members of the Infrastructure and Computing Department.

Essential functions of the position:

- Long term planning and short term operations for infrastructure and computing design/deployment/inventory tracking/replacement/maintenance including financial, technical and project management of these areas and items:
 - campus wired and wireless networks,
 - campus enterprise storage,
 - building wiring infrastructure and telecommunications plant,
 - campus data systems, switching system and associated voice and data circuits, devices and supplemental equipment,
 - mobile devices and user computing devices,

- virtual and physical servers,
- network printers,
- four campus data centers,
- campus public computing classrooms and classroom instructor computers,
- campus employee and student helpdesks.
- Design, build, implement, and maintain all network infrastructure on campus. This includes but is not limited to: servers, switches, network, routers, computation engines, computer labs, hubs, and campus wide and Internet connectivity.
- Telecommunications - long term plan for telecommunication operation and maintenance - including financial, technical and time frame. Design, build, implement, and maintain all telecommunications infrastructure on campus. Provide telecommunications service in area of billing, code assignment, question resolution.
- Provide expert level technical advice and/or support to faculty, other members of IT and college community with emphasis on issues that directly support the academic program.
- Provide expert technical advice for all Information Technology decisions related to network, server, and computing hardware and software technologies.
- Strive for cost effective, high uptime, modern services.
- Primary responsibility for user computing device/network/server security for entire college data and telecommunications network.
- Primary responsibility for physical security--primarily theft--of computer, telecommunications and network equipment.
- Working with other members of the Information Technology division and Infrastructure and Computing Department to insure the most cost effective, technologically advanced, and timely installation of all user computing devices, network and telecommunications services at Gettysburg College.
- Implementation and administration of appropriate disaster or emergency restoration/recovery protocols as related to Infrastructure and Computing.
- Director is responsible for maintaining accurate inventory records of inventoried items; and is responsible for all promulgated inventory policy as detailed therein.
- Director is responsible for accurate and proper use of IT budget spreadsheets for fiscal planning, and all appropriate policy related to them.
- Director performs time reporting of activities as deemed necessary by the Vice President of Information Technology.
- Director is responsible for the forensic operations of the department including evidence collection, preservation notices, chain of command evidence handling, and information destruction.
- Director is responsible for contract negotiations and maintenance of such contracts for items relating to the Infrastructure and Computing department.
- Director is responsible for emergency communications.
- Director is member of CERT advisory group, key and card access committee, and other campus committees related to computing and network infrastructure.

Marginal functions of the position: Performs other related duties as required

Equipment Used: Computers (multi platform), workstations, communications analyzers, time domain reflectometers, sniffers, tools, test equipment, switches, hub hardware, routers, computer terminals, calculator, switch-board, two way radio equipment, facsimile machines, un-interruptible power supplies, answering machines photocopiers, printers, and modems and all other hardware appropriate to carry out designated responsibilities. This position requires great flexibility and adaptability in the use of hardware and peripheral devices and their integration into communications, academic, administration and management initiatives on campus.

Software Programs Used; Administrative, academic and diagnostic software, utilities and tools of all types, often new

or in beta. Operating systems of all types. This position requires great flexibility and adaptability in the use of software in support of academic, administration and management initiatives on campus.

Building and Location: This person will have an office work area on the first floor of the West Building.

Physical Requirements: This person must be able to travel from their office location to any point on campus. Should be able to sit and/or stand for long periods of time.

Confidential Statement: Safeguards the confidentiality of departmental/office administration by exercising discretion in communicating information to faculty, students, administrators, and staff, and handling departmental records and files, personnel actions, performance evaluations, grade reports, merit, promotion and tenure decisions, and similar confidential materials.

Personal Protective Equipment/Clothing Required: No personal protective equipment and clothing are required.

Blood borne Pathogens: Position will not be affected or come in contact with blood borne pathogens.

Diversity Statement: Gettysburg College, an equal opportunity employer, complies with all applicable federal, state, local laws and regulations regarding nondiscrimination. All qualified applicants will receive consideration for employment and admission. The College prohibits discrimination and harassment, and provides equal opportunity without regard to race, ethnicity, color, religion, national origin, disability, veteran status, marital/familial status, possession of a General Education Development Certificate (GED) as compared to a high school diploma, sexual orientation, gender identity, gender expression, sex, age, or genetic information in all aspects of employment, educational programs, activities, and admissions. Pursuant to Title IX of the Education Amendment of 1972, Gettysburg College prohibits discrimination on the basis of sex (i.e., which includes but is not limited to the prohibition of sexual misconduct and relationship violence, including sexual assault and harassment) in all of its educational programs and activities.