

# **Director of Information Technology**

Lacombe Campus

## **Job Announcement**

Northshore Technical Community College is accepting applications for a full-time, unclassified position domiciled at the Lacombe Campus.

**Applications will be accepted until position is filled, with preference being given to those received on or before July 24, 2021. All applicants are subject to a background check, in accordance with NTCC Policy HR-020, a criminal history check will be conducted on all new hires. NTCC participates in the federal E-Verify system for identification and employment eligibility purposes.**

Please submit: **(1)** a letter of application, **(2)** a resume and **(3)** official transcript (for a transcript to be official, it must be sent directly from the school to Human Resources. It may be sent via e-script or mail.) to:

**Attention: Hiring Manager  
Northshore Technical Community College  
65556 Centerpoint Boulevard  
Lacombe, LA 70445  
Telephone number: 985-545-1215  
Email: resumes@northshorecollege.edu**

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## **JOB SUMMARY:**

This position is responsible for development, implementation and supervision of all IT functions and IT support positions within Northshore Technical Community College (NTCC).

The Director of IT, coordinates, directs designs and provides direct support for IT-related activities of The organization, and provides administrative direction and support for daily operational activities of the IT Department. The Director of IT works closely with decision makers in other departments and LCTCS Information Systems to research, identify, recommend, develop, implement, and support cost-effective technology solutions for all campus-controlled aspects of the College. This person also defines and implements local IT policies in collaboration with LCTCS policies, directives and best practices related to campus IT activities.

## **QUALIFICATIONS:**

**Required:** Bachelor's degree from an accredited university in the field of Computer Science, Computer Information Systems, Information Systems Decision Science or a related field, and five years related work experience; **or** Associate's Degree with ten (10) years related work experience.

**Preferred:** Master of Business Administration with technology as a core component preferred. SunGard Banner/Ellucian experience.

## **Additional Requirements:**

Strong technical knowledge of network and PC operating systems

Strong technical knowledge of current network hardware, protocols, and standards

Desired application support experience with MS-Word Applications, COMPASS, web-based learning management systems (LMS), ACT, Intranet support, Share point, CISCO, VPN, Interactive Mathematics

Knowledge of applicable data privacy practices and laws

Strong understanding of human resource management principles, practices, and procedures

Strong understanding of project management principles

Strong leadership skills

Excellent written and oral communication skills

Excellent interpersonal skills

Ability to conduct and direct research into IT issues and products as required

Ability to present ideas in business-friendly and user-friendly language

Highly self-motivated and directed

Keen attention to detail

Proven analytical, evaluative, and problem-solving abilities

Ability to effectively prioritize and execute tasks in a high-pressure environment

Exceptional customer service orientation

Extensive experience working in a team-oriented, collaborative environment

## **RESPONSIBILITIES:**

### **Networking:**

Lead IT Department operational and tactical planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources.

Responsible for researching new technologies, including hardware, software, or telecommunication components, desktop support, local area networks, local security administration, office productivity applications, campus server support, and virus & intrusion detection to improve efficiency with the information systems operational structure.

Anticipates and plans for future network needs; identifies proactive solutions to satisfy needs.

Benchmark, analyze, report on, and make recommendations for the improvement and growth of the IT infrastructure and IT systems in collaboration with LCTCS Information Systems.

Manage and when necessary participate in the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals.

Provide on-site, directed support from LCTCS Information Systems for systems, and infrastructure controlled by LCTCS.

Approve and oversee projects and project portfolio.

**Communication:**

Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities. Keep Vice Chancellor of Finance & Administration apprised of the current status of IT affairs at all sites within the college.

Work with stakeholders to define business and systems requirements for new technology implementations.

Ensures department is well informed, at all times, of changes and news worthy events within the College.

Effectively communicates relevant IT-related information to superiors.

Exercises staff oversight to ensure new operations plans, policies, procedures, and transition/migration plans are consistent with the overall college goals and objectives.

Communicates effectively with internal clients to identify needs and evaluate alternative business solutions and strategies.

**Asset Management:**

Develop requests for proposals (RFPs).

Direct and conduct research on potential technology solutions in support of procurement efforts.

Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements with appropriate LCTCS Information Systems oversight.

Manage financial aspects of the IT Department, including purchasing, budgeting, and budget review.

Develop business case justifications and cost/benefit analyses for IT spending and initiatives.

**Telephone:**

Oversees the planning and management of the college's telephone system and manages college-wide upgrade efforts.

**Help Desk Administration:**

Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.

Oversee and when necessary directly provide end-user services, including help desk and technical support services.

Develop, manage, and maintain a structure utilizing management techniques, human resources, and technology tools for support of College sites.

Oversee routine installation, testing, analysis and maintenance of networking and network related equipment including planning, maintenance and expansion of the campus wiring infrastructure. This also includes repair, upgrade and maintain servers, computers, printers, monitors and other technical equipment. Maintain up to date documentation about networks and users; maintain the security of the network; and respond to emergency calls. Ensures network back-up to insure that all data is retrievable when computer outage occurs.

Oversee user support in instruction, student services, administration and services, as well as, coordinate the maintenance and purchase of computer hardware and software.

### **Internal Controls, Policy, & Audit:**

Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision. Such policies should conform to LCTCS Information Systems standards.

Adhere to directives and policies established by the LCTCS and the College.

Manage and when necessary directly support security administration functions for the college and campuses. Ensures appropriate information systems are in place to protect the integrity of records and reports.

Develop and supervise internal audit processes as they relate to IT.

Performs other duties as assigned by the Vice Chancellor of Finance & Administration

## **SPECIAL SKILLS AND ABILITIES:**

### **KNOWLEDGE, SKILLS, & ABILITIES:**

Must be able to communicate effectively in both written and verbal form. Must have the ability to follow instructions and prepare accurate paperwork. Must maintain confidentiality of work-related information and materials. Must have skills in classroom technology – computer skills, projectors, etc. Must establish and maintain effective working relationships. Knowledge of and ability to follow College policies and procedures. Knowledge of trends, developments, new technologies affecting the Computer Information Systems program. Knowledge of curriculum and program development. Knowledge of public relations/marketing practices and methods. Skill in instructing students from diverse cultures and/or backgrounds. Skill in using authentic assessment to evaluate students' needs and progress. Skill in integrating technology into curriculum and other educational services. Ability to multi-task and organize, prioritize, and follow multiple projects and tasks through to completion with an attention to detail. Ability to work independently while contributing to team environment. Ability to analyze problems, identifies solutions, and takes appropriate actions to resolve problems using independent judgment and decision-making processes. Ability to teach effectively utilizing a variety of instructional methodologies including lecture, lab work, hands on instruction, and other instructional methods and update instructional methods and materials and apply research studies in classroom, and lab settings.

### **PHYSICAL REQUIREMENTS:**

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 position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools, or controls. The position requires mobility. Minimum physical exertion. Duties involve moving materials weighing up to 5 pounds on a regular basis and up to 50 pounds on an occasional basis. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator, and similar machines.

**INTERPERSONAL SKILLS:**

Alternative or combined skills in understanding, counseling, and/or influencing people are important in achieving job objectives, causing action, understanding others, or changing behavior; and, skills of persuasiveness or assertiveness, as well as sensitivity to the point of view of others.

**WORKING CONDITIONS:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most work takes place in an office environment, where the noise level is minimal. However, non-office work exposes the employee to dirt, fumes, noise, and all types of weather conditions on a daily basis. On-call 24/7 for emergency response.

**Northshore Technical Community College is an Equal Opportunity Employer**

In compliance with Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Section 504 of the Rehabilitation Act of 1973, this Educational Agency upholds the following policy: Northshore Technical Community College campuses assure equal opportunity for all qualified persons without regard to race, religion, sex, national origin, age, handicap, marital status or veteran's status in admission to, participation in, or employment in the program and activities of this system. Each campus welcomes handicapped individuals and has made buildings accessible to them.