

Human Resources
POSITION DESCRIPTION (HR 120)

CLASSIFICATION: Administrator I	DEPARTMENT: Student Affairs
WORKING TITLE: Assistant Director of Student Affairs Technology	FLSA: Exempt

INCUMBENT:

PURPOSE:

Under the general direction of the Director of Student Affairs Technology, and as a senior member of the Student Affairs Technology team, this position leads and manages technology services, initiatives, and support teams to ensure operational success. The Assistant Director of Student Affairs Technology is responsible for supervisory oversight of technology resources including IT portfolio management, service level governance, and supporting the Division's strategic vision through the use of technology.

The Assistant Director of Student Affairs Technology has assigned management responsibilities for the daily coordination and delivery of information technology services for the Division. In coordination, and as assigned by the Director, the Assistant Director serves as a manager for all Division technology resources and serves as a senior leader for the Student Affairs Technology unit. Additionally, this position interfaces closely with Student Affairs IT staff, campus Information Technology Services, and University-wide partners to assure consistent application and adoption of CSU/University best practices. Responsibilities include direct management and administration of assigned business functions, providing direction and assignments to staff, leading technology program administration, coordinating and participating in strategic planning, assisting with managing the department budget, and long range and annual planning and objectives in consultation with the Director of Student Affairs Technology.

In addition to Division-wide authority, the incumbent in this position also serves as the assigned technology administrator and partner for University Housing and serves as a member of the University Housing Leadership Team. In conjunction with the AVP/Executive Director, Senior Associate Director, Associate Directors and other managers, staff, and students, this position assists in carrying out the mission and philosophy of University Housing, and champions comprehensive technology solutions to enhance the residential student experience.

DUTIES AND RESPONSIBILITIES:

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

ESSENTIAL JOB FUNCTIONS	Daily	90%
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Operations management

- Manages services and initiatives in support of strategic imperatives.
- Coordinates and promotes the effective use of technology in support of each unit's vision, mission, and strategic goals.
- Assists with the overall responsibility for the day-to-day management, organization, and direction of technology staff, and serves in the absence of the Director of Student Affairs Technology.
- Conducts departmental and individual staff meetings, completes staff performance reviews, and assists with the creation of staff professional development plans.
- Implements and enhances customer service, application portfolio, security, partner relations, and policies and procedures, and works to modify and improve existing policies and procedures.
- Analyzes needs, allocates resources, and ensures quality delivery of projects and services.
- Develops project planning, sets work priorities, schedules and assigns work and determines training needs.
- Ensures that policies and procedures are followed, leads development of internal procedures and operational processes, ensures appropriate coverage and support for production systems.
- Provides oversight administration, management, and successful execution of all computing and technology applications, including operational student information systems, residential management systems, wired and wireless network infrastructure, specialized point solutions, and television/communication systems.
- Develops, captures, and uses metrics, standards, and service levels to evaluate department operations, establishes trends, provides reports and recommends changes.

Collaboration

- Collaborates with Information Technology Services, campus staff and students to understand user needs and ensure that appropriate infrastructure and services are provided, maintained, and enhanced.
- Represents University Housing and Student Affairs Technology units in campus committees, CSU and State-wide initiatives and attends conferences and workshops.

Financial and human resources direction

- Plans, develops, and implements the unit's budget and annual financial allocations within fiscal guidelines. Provides budget forecasting and long-term fiscal resource recommendations.
- Assists in recommendations for short- and long-range staffing requirements.
- Hires, leads, and develops high-performing direct reports to achieve identified goals and operational effectiveness.
- Leads efforts to create a diverse, engaged, and highly effective workforce.

OTHER JOB FUNCTIONS

As Needed

10%

- Closely monitors trends in technology and participates in meaningful exchange of ideas and information with other institutions to improve and expand efforts at Cal Poly.
- Attends training and maintains skill currency as appropriate to safely and effectively complete assignments.
- Serves as a member of the Student Affairs Technology Leadership Team and University Housing Leadership Team.
- Models a culture of open and honest communication, respect, inclusion, integrity, balance, high achievement, and professionalism.
- Provide emergency support for network outages and other technology issues.
- Performs other job-related duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: Bachelors' degree or higher, and a minimum of five (5) years of progressively responsible experience, demonstrating technology administration and leadership applied in higher education services, programs, service delivery, and/or resource management.

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: Possession of a valid driver's license or the ability to obtain by date of hire.

REQUIRED QUALIFICATIONS (SKAs):

- Demonstrated ability to maintain high quality/standards of work, leadership, initiative, ethics, commitment, and professional responsibility and judgment. Ability to represent the university in a professional and conscientious manner.
- Demonstrated ability to review and act upon complex individual and organizational problems and make recommendations to influence change in policies.
- Demonstrated ability to lead and communicate in an effective and dependable manner, as well as establish and maintain cooperative working relationships.
- Demonstrated supervisory skills with the ability to build and lead strong teams.
- Ability to interpret and apply campus information security policy and standards.
- Demonstrated ability to exercise tact, sound judgment, diplomacy, and discretion in appropriately handling confidential information and data, interpreting and applying rules, regulations, policies and procedures and/or recommending new policies and procedures.
- Demonstrated ability to create new policies and procedures to meet operational needs and requirements, and ensure effective department operations.
- Demonstrated analytical, reasoning, and problem-solving skills. Ability to analyze information and data from a variety of sources; present information and recommend solutions.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Excellent time management, planning, and organizational skills and ability to multi-task, while attending to detail, and meeting the demands of multiple deadlines. Ability to adapt to organizational, procedural, policy, and technological changes.
- Working knowledge of agile/scrum project management approaches for large technology initiatives; ITIL and ITSM; SLDC.
- Skilled at deploying resources to achieve the best possible outcomes.
- Skilled at developing and managing budgets to meet financial targets.
- Demonstrated skill gathering data and communicating trends to a variety of constituents. Demonstrated ability to identify areas of improvement based on evidence.

- Ability to assess opportunities for, and integrate, technology into work environments to increase effectiveness, efficiency, and communication.
- Demonstrated ability to establish and maintain effective working relationships and communications within a diverse population, strong listening and interpretive skills, and the ability to deal positively with unexpected developments and diverse perspectives in and outside the University.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet, as well as online calendaring and email.
- Strong knowledge of Apple Operating Systems, Windows Operating Systems, LINUX, TCP/IP, HTML, wired- and wireless network infrastructure.
- Working knowledge of, or ability to quickly learn, University infrastructure, policies and procedures.

PREFERRED QUALIFICATIONS:

- Progressive experience designing, implementing, administering and leading process improvement in student affairs information systems such as health information management, student conduct, and residential management systems, counseling and advising systems, accessibility and learning management platforms.
- Demonstrated willingness and capacity to generate, critically examine, and change technology-related policies and practices that privilege one group of students or educational stakeholders over another.
- Experience supervising and/or administering residential network operations, including familiarity with network services levels, wireless systems deployment, firewalls, switches, and routing.
- Demonstrated experience serving a lead role as technical project manager, facilitating initiative intake, and developing technology implementation plans
- Ability to model and promote adaptability among students, colleagues, and educational stakeholders in the face of fast-paced technological change and demonstrate openness to the introduction of new digital tools by others.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Familiarity with policies and laws related to higher education (FERPA, ADA, etc.).
- Demonstrated experience developing information security standards and conducting security audits.
- Working knowledge of university infrastructure, policies and procedures.
- Demonstrated knowledge or previous experience working with college-aged students.

SPECIAL CONDITIONS:

- Must be willing to travel and attend training programs off site for occasional professional development.
- Must be able to work after hours, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- Full-time MPP employees are required to disclose outside employment at time of hire or within 30 days of taking additional outside employment subsequent to time of hire.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

SIGNATURES:

INCUMBENT: I have read this position description and understand its contents.

Incumbent Print name	Signature	Date
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SUPERVISORY: We certify that all statements on this form are complete and accurate.

Immediate Supervisor	Rick Salomon, Director SA Technology		
	Immediate Supervisor Print name and title	Signature	Date

Dept Head/Director	Rick Salomon, Director SA Technology		
	Dept Head/Director Print name and title	Signature	Date

Dean/Vice President	Keith Humphrey, VP for Student Affairs		
	Dean/Vice President Print name and title	Signature	Date

*****HR USE ONLY*****

Employee ID: _____	Request for:	Classification Information:
Position Number: _____	<input type="checkbox"/> Update Review for File	Approved Classification Title: _____
Time-base: _____	<input type="checkbox"/> Classification Review	Class Code/Range: _____
<input type="checkbox"/> Temporary <input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: _____
Doc Coding: _____	<input type="checkbox"/> Replacement Recruitment	MPP Job Codes: _____/_____/_____
	Recruitment Number: _____	COI: Y / N
		Classifier Initials: _____ Date: _____