

Associate Vice Chancellor, Networks and Client Services
Foothill-De Anza Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=246034>

Downloaded On: Nov. 21, 2024 3:05pm

Posted Sep. 30, 2024, set to expire Jun. 1, 2025

Job Title	Associate Vice Chancellor, Networks and Client Services
Department	Executive
Institution	Foothill-De Anza Community College District Los Altos Hills, California
Date Posted	Sep. 30, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Associate Vice-(Provost/Chancellor)
Academic Field(s)	Administration - Executive
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Job Description	

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Associate Vice Chancellor, Networks and Client Services

HR EMPLOYMENT/CAREERS

Initial Review Date: 10/24/24*

*For full-consideration, all application packets must be received by 11:59 pm on the closing date.

Salary Grade: A2/A3 - L

Full Salary Range:



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\$166,551.89 - \$234,355.23 annually**

Actual placement is based on applicant's verified education and experience (Customary Hiring Range: \$166,551.89 - \$183,623.45 annually**). In addition, candidates with verified educational units beyond the minimum qualification may qualify for additional pay.

The Foothill-De Anza Community College District is currently accepting applications for the management position above.

The Foothill - De Anza Community College District does not have a remote work policy. All employees are expected to be available to work in person and on-site per the requirement of the department.

The Foothill-De Anza Community College District does not reimburse applicants for travel, lodging or any other costs incurred by applicant to attend interviews. All interviewing costs incurred will be the responsibility of the applicant.

Foothill - De Anza Community College District Mission Statement:

The mission of the Foothill-De Anza Community College District is student success and educational excellence. The district and its colleges provide access to affordable, quality educational programs and services that develop a broadly educated and socially responsible community that supports an equitable and just future for California and the global community. Every member of our district contributes to a dynamic instructional and learning environment that fosters student engagement, equal opportunity, and innovation in meeting the various educational and career goals of our diverse students. Foothill-De Anza is driven by an equity agenda and core values of integrity, inclusion, care for our students' well-being, and sustainability.

JOB SUMMARY

The Associate Vice Chancellor, Networks and Client Services is an important leader within the Foothill-De Anza Community College District's Educational Technology Services (ETS) division, reporting directly to the Vice Chancellor of Technology. This position provides independent oversight and strategic direction for the District's network infrastructure, client services, and information security, while operating under general administrative direction. A primary focus is delivering high levels of service reliability and ensuring that the District's technological resources meet the evolving needs of students, faculty, and staff.

The Associate Vice Chancellor is responsible for leading the development and maintenance of

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technology services that support the District's current operations and future growth. Through strategic planning and a commitment to continuous improvement, this position ensures that the District's technology infrastructure remains robust, adaptable, and aligned with its academic and administrative objectives. This position fosters a culture of excellence, collaboration, and accountability, ensuring that technology services are delivered with a strong emphasis on customer service and user satisfaction.

In addition to overseeing day-to-day operations, this position will provide strategic leadership by collaborating with stakeholders to align technology resources with institutional goals. This position will also advise executive leadership on best practices, emerging trends, and the long-term sustainability of IT services, ensuring the District remains prepared for future advancements.

The ideal candidate will have a proven track record of leadership in IT management, preferably within higher education, and demonstrate strong strategic planning, project management, and leadership skills. A forward-thinking approach and a commitment to delivering exceptional client services are essential for success in this role.

Success requires leveraging technology tools for productivity, communication through multiple channels, a deep understanding of District policies and procedures, and proactive problem-solving. The position operates primarily from the District's ETS offices, with occasional flexibility based on operational needs.

POSITION PURPOSE:

Reporting to the Vice Chancellor of Technology, manages and operates the District's campus voice, video, and data networks, network operating systems, database systems; oversees the management and maintenance servers and cloud-based systems; develops, implements, and maintains the network and server security systems; oversees the network and systems support for the administrative systems such as email, Office 365, FRS, SIS, HRS, Institutional Research data bases, web servers, and student registration systems.

NATURE and SCOPE:

The position manages assigned supervisors and departments, and is responsible for establishing goals and objectives for the division; setting network and server standards and security levels for the District; establishing appropriate policy and security protocols; determining appropriate response in emergency situations that threaten security; establishing appropriate service levels; setting and meeting user expectations for service; educating users to resource limitations; improving technology life cycles;

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identifying hardware and software standards; keeping current with technology developments; chairing the sub-committees on network policy and computer hardware standards; hiring; staff evaluations; and preparing the department budget.

KEY DUTIES and RESPONSIBILITIES:

The following duties and responsibilities are typical but not limited to the following:

1. Manages department resources to ensure reliable and efficient operation of the network and network services.
2. Manages and supervises the operation of assigned servers.
3. Consults with appropriate administrators, faculty, and staff to develop, recommend, implement, and support systems, network architectures and standards.
4. Consults and advises faculty and staff in the capabilities and use of District network facilities.
5. Recommends and implements network security mechanisms and operational procedures.
6. Oversees the administration of network systems and services to maintain adequate security and performance of network resources.
7. Directs and supervises the activities/services of the Networks and Client Services staff.
8. Establishes standard of performance and methods of operation.
9. Hires, supervises, and evaluates staff.
10. Develops and oversees the budget.
11. Works collaboratively with other technology administrators to determine network service requirements in support of campus and District operations, academic computing and instructional technologies, identifies resources necessary to support required levels of service, and develops implementation and operations plans to provide levels of service.
12. Supports, implements, and promotes compliance with the District's Diversity and Equal Opportunity Plan in all aspects of employment and education; encourages cultural and ethnic diversity in staffing, curriculum, programs, and services.
13. Assures compliance with the District's Injury and Illness Prevention Program by providing motivation, incentives, and discipline to assigned staff; maintains a safe work environment, enforcing safe work practices, reporting and investigating accidents, maintaining necessary documentation, and requiring employees to receive mandated training.
14. Performs related duties as assigned.

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EMPLOYMENT STANDARDS

Knowledge:

1. Mission and objectives of the District as they relate to information systems and services.
2. Project management, leadership, and supervision.
3. Understanding of the telecommunications field and systems and common carriers.
4. Networking topologies, networking protocols and operations, operating systems, software applications,
5. Understanding of changing management, financing, action planning, and strategic planning.
6. Computers and accompanying technology.
7. Policies and procedures related to community colleges and federal grants.
8. Educational institution operation, related laws, regulation, public policies and administrative practices.

Skills and Abilities:

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
2. Provide leadership in planning and implementing a complex and integrated program of information technology.
3. Communicate effectively both orally and in writing, including writing complex proposals and producing written market-oriented material.
4. Ability to achieve results through others.
5. Strong conceptual skills and analytical abilities.
6. Demonstrate commitment to customer service and end user satisfaction.
7. Organizational skills.
8. Manage several projects at one time.

MINIMUM QUALIFICATIONS:

1. Understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

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2. Bachelor's degree and three years experience managing technology services and infrastructure related to the requirements of the position, or equivalent combination of education and experience.
3. Experience in developing, managing, and implementing complex budgets.

Preferred Qualifications:

1. Master's degree preferred.

WORKING CONDITIONS:

Environment:

1. Typical office environment.

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone and make presentations.
2. Dexterity of hands and fingers to operate a computer keyboard.
3. Vision sufficient to read various materials.
4. Sitting for extended periods of time.
5. Bending at the waist.
6. Lifting and carrying objects up to 20 lbs.

APPLICATION PACKET:

1. A District on-line application on <http://hr.fhda.edu/careers/>. *In the application, you will provide information, which demonstrates your understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff. Additionally, you will be asked to explain how your life experiences, studies or work have influenced your commitment to diversity, equity and inclusion.
2. A cover letter addressing your qualifications for the position.
3. A current resume of all work experience, formal education and training.



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If any required application materials are omitted, the committee will not review your application. Items not required (including reference letters) will not be accepted. For full-consideration, all application packets must be received by 11:59 pm on the closing date.

Please allow yourself ample time to complete your application and resolve any technical difficulties that may arise with your submission. We do not guarantee a response to application questions within 48 hours of the closing date.

CONDITIONS OF EMPLOYMENT:

Position: Full-Time, Contract, 12-months per year

Starting date: As soon as possible upon completion of the search process.

Annual salary plus benefits; excellent benefits package which includes coverage for employee and eligible dependents, dental, vision care, employee assistance program, long term disability, retirement benefits and basic life insurance. For information on our benefits package that includes medical for employees and dependents, visit our web site: <http://hr.fhda.edu/benefits/index.html>

Persons with disabilities who require reasonable accommodation to complete the employment process must notify Employment Services no later than the closing date of the announcement.

The successful applicant will be required to provide proof of authorization to work in the U.S.

For more information about our application process contact:

Employment Services

Foothill-De Anza Community College District

12345 El Monte Road

Los Altos Hills, California 94022

Email: employment@fhda.edu

<http://hr.fhda.edu/>

To apply, visit <https://fhda.csod.com/ux/ats/careersite/4/home/requisition/1811?c=fhda>



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

Executive

Foothill-De Anza Community College District

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