



**Date:** December 8, 2017  
**Title of Position:** Director of Information Technology  
**Salary:** \$100-\$110k commensurate with education and experience  
**Effective:** January 2018

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**Position Summary:** Reporting to the Vice President for Administration & Finance, this position is responsible for the overall direction and daily operation of the Information Technology Department. Leading a team of IT professionals, the Director serves as a strategic partner with other departments to ensure that best-practice technology solutions are implemented to fulfill the college mission and meet the needs of students, faculty, and staff. Working with the entire college community, the Director is responsible for developing and implementing an IT Strategic Plan that positions the college for growth by facilitating data-driven decisions. The Director oversees all activities of the department, including network and technical services, programming, telecommunications, audio/visual support, help desk, and related training efforts. The Director serves as a hands-on leader of the department with a commitment to staff development, collaboration, and open communication. The Director ensures that policies, procedures, and practices follow industry standards with a focus on student success, customer service, data security, operational efficiency, sustainability, and financial responsibility. (See attached Position Description for more details.)

**Required Qualifications & Attributes:**

- Bachelor's degree in Computer Science, Business Administration, or another related field; Master's degree a plus.
- Five or more years of information systems management, preferably in higher education.
- Excellent supervisory management skills with a demonstrated track record of developing staff and creating a positive work environment.
- Demonstrated knowledge of current industry practices for information systems, database management, networking, mobile platforms, and data security.
- Familiarity with both local and wide area networks as well as server technologies.
- Excellent communication skills, both oral and written, and the ability to discuss technical matters clearly and effectively with people who do not have a technical background.
- A demonstrated track record of promoting engagement and collaboration.
- The ability to manage a range of complex projects concurrently, including appropriate delegation.
- Experience with strategic planning, budget management, vendor management, and contract negotiation.
- The desire to work in a fast-paced, stimulating environment with the overarching goal of student success.

**Additional information:** Source of Funding: College Funded  
Area of Assignment: Administration & Finance

MCCC  AFSCME  DCE  Non-Unit  Full-time  Part-Time

**Application Procedures:** For consideration, please submit cover letter, resume, names and telephone numbers of three (3) recent professional references, and a one-page statement of your management philosophy for leading the information technology function at a dynamic community college to Heidi Bailey, Human Resources Office, Berkshire Community College, 1350 West Street, Pittsfield, MA 01201 [hbailey@berkshirecc.edu](mailto:hbailey@berkshirecc.edu) .

**Application Review begins on January 8, 2018 and continues until position is filled.** BCC is committed to providing an inclusive learning and working environment that values the diverse backgrounds of all people and encourages applications from individuals whose experiences and perspectives model the opportunities and success derived from a college education.

**Berkshire Community College  
Position Description**

**Position Title: Director of Information Technology**

**Department: Information Technology**

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**Essential Functions:**

- Direct and manage overall operations of the Information Technology Department – including network and technical services, programming, telecommunications, audio/visual support, help desk, and related training efforts – at the main campus and satellite facilities.
- Lead a staff of IT professionals by encouraging career growth and new ideas in a productive and mutually supportive environment.
- Work collaboratively with other departments to develop and implement a comprehensive IT Strategic Plan, which will align with the college mission and anticipate future needs.
- Serve as a strategic partner with other departments to evaluate technology requests and develop the most appropriate solutions with a spirit of teamwork.
- Promote a positive “can do” attitude, including service standards.
- Work closely with the Director of Teaching & Learning to define, develop, and implement academic technology solutions for faculty, including classrooms, laboratories, and various online tools.
- Evaluate and determine what human, financial, and related resources are necessary for the Information Technology Department to achieve desired objectives.
- Working collaboratively with other departments, evaluate and recommend a future course for multiple platforms at the college in conjunction with the IT Strategic Plan (i.e., PC, Mac, mobile, etc.) to meet the evolving needs of students, faculty, and staff.
- Emphasize data security as a top priority for the college by following best practices.
- Review and update disaster recovery plans.
- Review policies and procedures, recommending changes as warranted.
- Manage the departmental budget to achieve desired objectives, while meeting financial targets.
- Update the Board of Trustees, Executive Council, President’s Cabinet, various departments, and college community on a regular basis to further open communication and collaborative decision-making.

## **Position Vacancy 18-005R**

- Manage relationships with external consultants and vendors, while ensuring that all contracts are up-to-date, tracked, evaluated, and negotiated proactively.
- In conjunction with IT staff and other departments, determine appropriate hardware configurations, including desktops, laptops, tablets, servers, telephone system, classroom technology, and infrastructure.
- In conjunction with IT staff and other departments, determine priorities for programming resources, especially regarding the core system (i.e., Colleague from Ellucian).
- Track and evaluate the use of software across the college community, working in partnership with other departments.
- Develop training programs for faculty and staff in coordination with the Director of Teaching & Learning to ensure that existing capabilities are being utilized to the greatest extent possible.
- Stay abreast of developments in the technology industry to ensure that the college remains current with trends and solutions in higher education.
- Oversee the audio/visual and help desk functions to deliver exceptional customer service.
- Develop management reports to guide decisions and the allocation of resources.
- Support sustainability efforts through daily operations and when planning new initiatives.
- Serve on various college committees, including the Academic Technology Committee.
- Represent the college on a statewide level with peer institutions.