

Vice President Information Technology & Telecommunications

Division	Information Technology	Department	
Classification		Revised	n/a
Supervisor	College President	Position #	Job Class

Statement of Primary Purpose

Provide leadership toward the adoption and implementation of technology throughout the college environment, especially as it supports and enhances the instructional mission of the College

Classification

Senior Administrator

Essential Functions and Responsibilities

Provide strategic planning and technical support for all college computer hardware, software, and data network applications in addition to providing technical services for distance learning and interactive television applications

Additional Duties and Responsibilities

Provide engineering support for the design and implementation of college wide technology

Minimum Qualifications

Education	Master's Degree
Knowledge and Skills	Strong knowledge of local area and wide area networking
Physical Demands	Occasional lifting of electronic equipment
Licensing Requirement	Networking certifications (preferred)

Working Conditions and Environment (i.e., necessary travel, unusual work hours, unusual environmental conditions, etc.)

Occasional travel

Equipment Operation

This position description covers the most essential functions and duties associated with this position. Other duties may be assigned by the President or appropriate supervisory personnel. The College reserves the right to alter duties, responsibilities, conditions, working hours, and job title as necessary.

Specific duties:

- 1) Provide leadership for the college wide use of technology for the purpose of supporting instruction and other college operations
- 2) Serve in an advisory role, decision making role, and implementation role on the use of technology to support the College's mission
- 3) Supervise the support and maintenance of all LAN/WAN network devices, servers, and associated network devices
- 4) Supervise the administration and maintenance of the College's Management Information System
- 5) Oversee the technical support for the interactive learning environment including ITV classrooms and online classroom servers
- 6) Oversee the College's technical "Help Desk" services
- 7) Oversee the support and operation of all file, application, and database servers hosted on the College's network
- 8) Oversee the support and operation of the College's telephone system
- 9) Serve as a technology resource for technology based initiatives such as Community Link, Smoky Mountain Knowledge Network, and other programs involving public schools, county libraries, and local government agencies
- 10) Serve in a technical advisory role with Balsam West FiberNet and the Balsam West Educational Network
- 11) Be the College contact in arranging connectivity services through Verizon, State Telecommunications, Balsam West, and other bandwidth providers serving the College
- 12) Provide overall design and engineering services for the implementation of new infrastructure and new technology
- 13) Provide overall departmental supervision to the College's Information Technology staff
- 14) Provide representation for the Information Technology & Telecommunications Division by serving on the College's Executive Council
- 15) Serve as a member on the College Planning Council