

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2026**

DIRECTOR OF SYSTEMS OPERATIONS

FLSA STATUS: EXEMPT - PAY GRADE: 26 - P

JOB FAMILY: INFORMATION TECHNOLOGY JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Director of Systems Operations provides technical and strategic leadership for the planning, stability, security, and performance of the college's enterprise systems. This role oversees the systems operations team, including system administrators and engineers, and is responsible for core services such as security, data center virtualization, Microsoft Cloud Services, Storage Area Network (SAN) infrastructure, authentication platforms, and system monitoring.

The Director of Systems Operations manages system integrations, coordinates vendor support, and ensures adherence to operational standards and best practices. This position is accountable for maintaining secure, reliable, and efficient technology services through proactive system maintenance, continuous improvement initiatives, and effective incident and performance management. The role supports institutional goals by ensuring that systems supporting academic and administrative functions operate reliably, securely, and efficiently across the college.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Oversees enterprise system stability through performance monitoring, coordinated updates, and issue resolution to ensure reliable access for students, faculty, and staff.

Directs system enhancement planning and implementation to improve operational efficiency and support strategic goals.

Leads the development of operational standards for systems management, establishing processes, reviewing compliance, and ensuring alignment with regulatory requirements

Ensures data integrity across operational systems to maintain accurate and reliable institutional information.

Coordinates system integration efforts across departments to support cohesive and efficient academic and administrative workflows.

Manages vendor relationships for software and infrastructure, ensuring service quality, contract compliance, and alignment of technology with institutional needs.

Prepares operational reports for senior Information Technology (IT) leadership, providing system performance analysis, risk summaries, and actionable recommendations for decision-making.

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Drives long-term capacity planning, forecasting resource needs and recommending infrastructure investments to support future growth.

Directs incident response and service restoration to minimize disruptions and ensure timely recovery of enterprise systems and IT services.

Supervises assigned operations staff; prioritizes and assigns work; conducts performance evaluations; approves leave requests; ensures that employees follow policies and procedures; provides coaching and facilitates professional development and training; maintains a healthy and safe working environment and makes hiring, termination, and disciplinary recommendations.

Ensures a stable, secure, and efficient IT infrastructure to enhance student learning and support student success.

Performs other related duties, as required.

SUPERVISION RECEIVED

Supervision is received from the appropriate supervising administrator.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and five (5) years of related IT experience overseeing complex system environments within a large organization or an Associate's degree from a regionally accredited institution and seven (7) years of directly related work experience.

PREFERRED QUALIFICATIONS

Bachelor's degree from a regionally accredited institution and five (5) years of related IT experience leading enterprise systems operations within a higher education environment.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including computer, office equipment, telephone, etc. Physical demands are essentially those of sedentary work. Tasks may require extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of documentation, files, accounts, and equipment.

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Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes issuing and receiving assignments, instructions, and/or directions.

Language Ability: Requires ability to read standard English, as well as basic technical data, policy and procedure manuals, codes, etc. Requires the ability to prepare forms and reports using prescribed formats. Requires the ability to communicate with a broad array of individuals from various professional backgrounds.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret a variety of instructions or inquiries furnished in written and/or oral form; to acquire knowledge of topics related to occupation.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, and to follow oral/written instructions. Must be able to communicate effectively with co-workers, the public, and students.

Numerical Aptitude: Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in operating modern office equipment and machinery.

Manual Dexterity: Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: May not require the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public/student contact.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

Effective: 2/17/2026