

**FLORIDA STATE COLLEGE AT JACKSONVILLE
JOB DESCRIPTION, 2025**

EXECUTIVE DIRECTOR OF INFORMATION TECHNOLOGY OPERATIONS

FLSA STATUS: EXEMPT - PAY GRADE: 27A

JOB FAMILY: INFORMATION TECHNOLOGY – JOB FUNCTION: BUSINESS SERVICES

GENERAL STATEMENT OF JOB

The Executive Director of Information Technology (IT) Operations provides strategic leadership and oversight of the college's network operations, server and system operations, and client support teams, and ensures the stability, security, and efficiency of FSCJ's IT infrastructure, aligned with the college's mission and goal. This position ensures compliance with security and regulatory standards, manages IT budgets, vendor relationships, and procurement processes, and defines incident response and problem resolution strategies.

The Executive Director of IT Operations reports directly to the Chief Information Officer (CIO) and serves as a key member of the IT leadership team. This role develops and executes operational strategies, optimizes IT services, and promotes cross-functional collaboration to enhance technology support for students, faculty, and staff.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

Supervises and evaluates assigned staff; provides mentorship and leadership to staff; prioritizes and assigns work; ensures that employees follow policies and procedures; completes annual performance reviews and semi-annual check-ins; maintains a healthy and safe working environment; and conducts and manages hiring, training, and supervision of staff. Ensures that staff are trained, provides coaching, and facilitates professional development opportunities.

Develops and manages the IT operations budget to ensure cost-effective use of resources. Evaluates expenses for hardware, software, personnel, and vendor contracts, and allocates budget to support operational needs, prioritizes technology investments, and approves expenditures for IT infrastructure and support services to drive strategic objectives.

Oversees the design, implementation, and maintenance of FSCJ's network infrastructure, including both wired and wireless networks, firewalls, and VPN services. Ensures high availability, scalability, and security of network resources to support organizational needs and ensures uninterrupted service.

Directs the management of enterprise server infrastructure, including physical and virtualized environments, cloud services, storage solutions, and backup strategies. Ensures optimal performance, robust security, and business continuity.

Develops and implements strategies to ensure the stability, security, and efficiency of FSCJ's IT operations, aligning with the college's mission and strategic goals. Leads initiatives to drive continuous improvement and enhance technology services for students, faculty, and staff.

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Leads the Client Support team in delivering effective IT assistance to faculty, staff, and students. Ensures the implementation of a ticketing system, self-service tools, and user training to enhance support efficiency and overall user experience.

Serves as a key IT leader, advising college executives on technology initiatives, operational risks, and digital transformation efforts. Ensures IT operations align with and support the broader institutional goals and advocates for technology investments.

Develops and enforces comprehensive incident response, problem resolution, and service restoration policies. Leads detailed post-mortem analyses to identify root causes and prevent recurrence of issues.

Ensures IT operations comply with security best practices, regulatory compliance requirements, and internal policies. Collaborates with the IT Security team and the CIO to protect college assets.

Oversees procurement and vendor relationships to ensure FSCJ acquires the most effective IT solutions at the best value. Evaluates vendor performance and negotiates contracts.

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 Chief Information Officer.

SUPERVISION EXERCISED

Supervision is exercised over assigned staff.

MINIMUM QUALIFICATIONS

Bachelor's degree from a regionally accredited institution in Information Technology or related field and five (5) years of related experience and expertise in Enterprise Architecture, large-scale IT infrastructures, cloud strategies, and future-proofing technology investments.

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: 01/2020

Revised: 4/15/2025