



## Job Description

**Job Title: Senior Managing Director – Data Center**

**JTC: CQV**

**Salary Range: N09**

**FLSA: Exempt**

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

### POSITION SUMMARY

Responsible for overseeing and providing directive to projects and assignments of the organization and to ensure that the quality of work meets objectives and provides value to the organization. Provides leadership in the growth of the vision, goal and mission of the DCCCD.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Experienced professional who understands how to navigate the organization, gain alignment and provide strategic direction to meet the goals of the organization. High degree of integrity, initiative and results driven. Exceptional leadership skills; contributes to drive business strategy through team motivation, mentoring and management of diverse teams to drive integration.

Excellent influencing skills, with the ability to identify, analyze and drive problems to resolution and handle complex issues simultaneously. Strong project management skills with the proven ability to set vision for an ambitious initiative and execute on the vision. Demonstrated ability to identify opportunities for improvement and implement resolutions.

Ability to build and expand trusting relationships and partnerships both internally and externally. Strong general management background including familiarity with policies related to management, set priorities, establish new work and work on simultaneous projects and assignments. Establishes strong cross functional affiliations and leads business collaboratively with peers.

Demonstrates good judgment and applies best practices. Well organized and resourceful; effective and efficient at marshalling multiple resources to get tasks accomplished and foresees and plans around obstacles. Demonstrated commitment to appropriate decisions in a timely manner. Ensures that decisions are made based on policies, rules and organizational directives and solving emerging problems.

Proficient in the use of applicable technology and software required to complete assigned duties. Demonstrated ability to communicate verbally and in writing with all levels of the organization and with constituents both internal and external to the business. Ability to provide exemplary customer service.

## PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

## MINIMUM KNOWLEDGE AND EXPERIENCE

Bachelor's degree in related field plus five (5) years of work related experience. Must have current and valid Texas driver's license required for off-site travel. Work hours may extend beyond the regular, Monday-Friday, 8:00 a.m.-5:00 p.m. workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. Official transcripts will be required. *\*\*\*Will be subject to a criminal background. Some positions may be subject to a fingerprint test.\*\*\**

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Manages the operations of the data center and creates functional strategies and specific objectives for the organization. Develops, directs and optimizes the operation of servers, networks, and systems. Develops and maintains technical standards, procedures and techniques for the guidance of the data center personnel. Ensure that data centers comply with all state, local, and federal requirements as well as district guidelines. Keeps up-to-date on best practices and technological trends through professional development activities.

Oversees all data center incident management, participates in outage calls and makes tactical decisions on behalf of organization to drive IT outsourced provider toward resolutions that balance risk while maximizing uptime/performance objectives. Ensures project/initiatives are completed within designated time frames; tracks and reports progress to upper management. Conducts evaluation of data and develops reports that can be used for fact-based decision making. Supports implementation of process management and process improvement efforts.

Builds and maintains effective relationship with diverse stakeholders and constituents within the DCCCD community network to minimize impact to DCCCD business operations due to planned/unplanned outages. Collaborates with management to analyze operations and efficiency of the data center group and recommend process improvements. Establishes and maintains a culture of excellence and diversity in all data center operations and drives the quality and responsiveness of all operational incident response activities to include proactive server support, maintenance, vulnerability, root cause analysis and troubleshooting.

Responsible for equipment maintenance, managing and installing custom upgrades; replacing cables, components and accessories; maintaining records and drawing schematics of the center to detail what equipment is installed. Advises and directs subordinate on techniques, policies, technical problems and methods. Works to develop employee skills, evaluates performance and provides feedback. Assists with budget planning and management for the organization.

Ensures relevant information is communicated to the workforce. Uses effectively interpersonal, listening, oral and written communication skills when communicating with a diverse stakeholders and constituents within the DCCCD community network.



Must complete required DCCCD Professional Development training hours per academic year. Performs other job duties as required.

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.*