

# Technology Services Manager

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## Personnel Requisition

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<b>Posting Number:</b>	201101554P
<b>Job Title:</b>	Technology Services Manager
<b>Location:</b>	Unassigned or Multiple Locations
<b>Full-Time/Part-Time:</b>	Full Time
<b>Pay Rate:</b>	Minimum of \$60,313 per year. Starting salary will be based on education and relevant years of experience that exceed the minimum requirements.
<b>Position Type:</b>	Staff
<b>Department:</b>	Computer Services
<b>Job Summary:</b>	<p>Are you a proven leader who thrives on multi-tasking and enjoys helping people problem solve? If so, then <b>Kalamazoo Valley Community College</b> may have the ideal position for you.</p>

The college is seeking to hire two **Technology Services Managers**. These individuals will provide leadership in planning, implementing and maintaining instructional computing resources across all of the college's four campuses. These successful leaders will be responsible for managing the implementation and maintenance of areas that may include instructional computing, computer labs, media services, event technology, streaming services, video and audio production and printing services.

#### Essential Job Functions:

- Manages one or more direct reports, participates in the hiring process, ensures appropriate onboarding, training, coaching and discipline, and through collaboration with the Human Resources Department, develops and implements effective supervisory practices
- Recommends budget changes and approves expenses for assigned units and functions.
- Manages the implementation and maintenance of instructional computer resources for faculty and students by coordinating technical support relating to application software installation, workstation set-up and training.
- Manages assigned instructional computing, media services, printing services, event technology, or related technology service operations, including related equipment, software, materials, workflows, and staffing.
- Leads, coordinates and/or supports media production and event technology services, including live sound, video capture, streaming, recording, editing workflows, presentation systems and related production support as needed.
- Identifies opportunities to expand and improve assigned technology service areas, including production workflows, service standards, staff training, equipment planning and customer-facing support for academic and institutional events.
- Works as part of a team to develop and support a comprehensive media production, event technology and instructional service model.
- Organizes, schedules, and coordinates auditorium, event technology, and internet streaming support and prepares reports on utilization.
- Works with vendors, evaluates new technical developments and makes recommendations.
- Manages assigned aspects of media services, printing services, instructional computing, computer lab, classroom technology or related technology operations

at assigned college locations.

- Collaborates with other key stakeholders to provide a positive technology experience for students, faculty, staff and external customers.
- Ensures adequate documentation and cross-training of IT systems.
- Performs other related duties as assigned.

#### **Knowledge, Skills and Abilities:**

- Knowledge of acceptable computer and information technologies applications and operations.
- Knowledge of IT security practices.
- Knowledge of audio and video production practices, including sound reinforcement, microphones, mixers, cameras, lighting, recording, editing, streaming and post-production workflows.
- Skill in managing audiovisual, event technology, audio engineering, video production, recording, streaming and media support operations.
- Skill in managing and directing the work of technical staff.
- Skill in planning and developing budgets.
- Skill in the use of computers and software applications related to the essential functions of the job.
- Skill in effective communication, both verbally and in writing.
- Skill in meeting the needs of internal and external customers.
- Skill in working with vendors providing products and services.
- Ability to identify and resolve problems in a timely manner.
- Ability to work independently with minimal supervision.
- Ability to establish and maintain effective working relationships with other personnel and the public.

#### **Minimum Qualifications:**

An appropriate education, training, experience and talents are required. An example of this would be a bachelor's degree in a related field and four (4) years of related experience, or equivalent combination of training, education and experience.

#### **Preferred Qualifications and Experience:**

#### **Physical Demands:**

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Requires mental acuity including the ability to make rational decisions through sound logic and deductive processes, the ability to express ideas by means of the spoken word and have close visual acuity.

#### **Work Hours:**

Core business hours: Monday-Friday 8:00 a.m. - 5:00 p.m., with the exception of occasional non-business hours for system upgrades. Monitoring and support during non-work hours may be required.

#### **Posting Date**

07/06/2026

#### **Closing Date:**

#### **Special Instructions to Applicants:**

- Please apply online at [jobs.kvcc.edu](https://jobs.kvcc.edu)
- This posting will remain open until filled. Priority consideration will be given to applications received prior to July 20, 2026.

#### **EEO Statement**

As an employer, Kalamazoo Valley encourages, welcomes, and fosters differences because we believe that diversity makes us great. It is the policy of Kalamazoo Valley Community College not to discriminate on the basis of race (including traits associated with race such as hair texture and protective hairstyles), religion, color, national origin/ethnicity, sex, sexual orientation, gender identity, gender expression, pregnancy, disability, genetic information, age, height, weight, familial status, veteran status, marital status, citizenship, or any other status or characteristic protected by law, in its programs, services, employment or activities. All qualified applicants will be given equal opportunity and consideration for employment; please consider joining us as we empower all to learn, grow and thrive. Prior to a job offer, candidates will be required to complete a criminal record background check. For some positions, a credit history investigation will also be required. Information gathered will be used for job-related purposes to the extent

permitted by applicable law and will not result in an automatic disqualification from an employment opportunity.

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## Applicant Documents

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### Required Documents

1. Resume
2. Cover Letter
3. Letter of Recommendation

### Optional Documents

1. Unofficial Transcripts
  2. Letter of Recommendation 2
  3. Other Document
  4. Professional References
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## Posting Specific Questions

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Required fields are indicated with an asterisk (\*).

1. \* Individuals who use tobacco products will not be hired into any full-time position at Kalamazoo Valley Community College. Do you use tobacco products?
  - o Yes
  - o No