CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

APPLICATION SERVICES MANAGER

CLASSIFIED MANAGEMENT CLASS SPECIFICATION

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

GENERAL DESCRIPTION
Under the general direction of the Chief Technology Officer, provide leadership, consultation, and strategic direction for district-wide information technology activities with regard to the planning, analysis, design, development, installation, integration, and maintenance of software applications and online systems. Create, maintain and execute system project plans. Work with classified staff to resolve functional and technical issues in the administrative systems environment.

REPRESENTATIVE DUTIES AND RESPONSIBILITIES
The following duties are typical for this classification. Incumbents may not perform all the listed duties and/or may be required to perform additional duties not listed, but within classification.

1. Plan, organize, and coordinate District information technology activities and operations with regard to application development and integration.

2. Develop and execute goals, objectives, policies, and procedures in the areas of application development and integration which guide and govern practices across all District colleges and locations.

3. Consult with management and various committees to facilitate the identification and prioritization of current and future administrative application needs and solutions; analyze technology needs and provide direction for software and systems acquisitions and upgrades.

4. Supervise, hire, train, and evaluate information technology department staff engaged in designing, implementing, programming, and maintaining District software applications, including in-house and third-party solutions.

5. Ensure compliance with Federal and State requirements and standards; and, coordinate with departments to demonstrate that applicable standards are met.

6. Direct the testing, training, and evaluation of District software systems and applications.

7. Manage large-scale application software implementation projects, including development, integration, testing, troubleshooting, training, and final user acceptance.

8. Oversee the development, maintenance, support, and training for the District and related websites, portals, and mobile apps.

9. Coordinate and direct the development, implementation, and monitoring of security policies and practices for District applications.

10. Chair multiple committees and working groups that provide direction and feedback on critical systems and applications.

11. Develop, monitor, and maintain the unit's budget in collaboration with the Chief Technology Officer and prepare related reports; budget for ongoing upgrades and support necessary to sustain District needs and future growth.

12. Oversee the operation of the district-wide help desk system used to record and assign service calls; provide direction to information technology staff on prioritizing work requests.

13. Coordinate activities with software application vendors; assist the purchasing department in the acquisition of information systems software and services.

14. Develop, implement, update, and ensure compliance with information technology department program plans and service unit outcomes as well as preparing related documentation.

15. Prepare reports, documentation, and proposals pertaining to District applications and services; recommend and implement improvements to department documentation processes and standards.

16. Perform other duties as assigned.

MINIMUM QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
1. Educational administrative software systems (Ellucian Products (Banner, DegreeWorks, Recruit, Advise, etc.) preferred)
2. Principles of supervision, training, and performance evaluation
3. Operations, activities, and services of a software programming and development unit
4. Modern computer development and programming languages
5. User software applications
6. Computer operating systems
7. Pertinent Federal, State, and local laws, codes, and regulations
8. District organization, operations, policies, procedures, and objectives
9. Principles of budget development and maintenance
10. Principles of report preparation
11. Principles of program planning and program review
12. Modern office procedures and equipment
13. English grammar, spelling, and composition
14. Methods and techniques of conflict resolution and negotiation

Ability to:
1. Communicate clearly and concisely, both orally and in writing
2. Analyze situations accurately and adopt effective courses of action
3. Implement and facilitate organizational change
4. Lead, motivate, select, train, supervise, and evaluate personnel
5. Maintain current knowledge of technological trends and advances in the field to provide direction for future District systems and applications
6. Analyze fiscal information to develop and maintain budgets
7. Plan and organize work to meet changing priorities and deadlines
8. Collaborate with others to carry out work
9. Establish and maintain effective working relationships with those contacted in the course of work
10. Exercise initiative and independence of judgment and action
11. Prepare reports by gathering and organizing data from a variety of sources
12. Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, instructors, clients and community members

Minimum Education & Experience – *An equivalent combination of education and experience which indicates possession of knowledge and skills required to perform the duties of this position.*

Education/Training:
Bachelor's degree.

Experience:
Six (6) years of experience in system design, programming, testing, implementation, and user training including two years of experience supervising software development staff and managing related projects.

PHYSICAL ACTIVITIES AND WORKING ENVIRONMENT
The conditions herein are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essentials job functions.

Environment: Work is performed primarily in a standard office setting. Some evening, weekend, and travel maybe required.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

NOTE: This administrative class specification is not necessarily all-inclusive in terms of duties and responsibilities.

APPOINTMENT

The Application Services Manager shall be selected by the Governing Board upon the nomination of the District Chancellor.

Adopted by Board of Trustees on: 5/19/20
Effective: 5/20/20
Job Family: Classified Administrator/Management