

## **PALOMAR COMMUNITY COLLEGE DISTRICT**

### **MANAGER OF SYSTEMS AND PROGRAMMING**

*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.*

#### **DEFINITION**

To plan, organize and direct the day-to-day activities, services and operations of the Department's systems and programming staff in order to provide information services to the District; analyze and evaluate enterprise business systems; plan and coordinate the effective utilization and customization of software and hardware to meet District needs; train, supervise and evaluate assigned personnel; act for the Department head in his/her absence or as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

This position receives direction from the Director of Information Services and exercises supervision over assigned staff.

#### **ESSENTIAL FUNCTION STATEMENTS**

*Essential duties and other important responsibilities/duties may include, but are not limited to, the following.*

1. Plan, organize and coordinate the day-to-day activities of the systems and programming unit of the Information Services Department; assist in directing departmental operations and act for the Department head in his/her absence or as required.
2. Oversee and maintain all enterprise business application programs using the District's current application programming and relational database management toolset which consists of Oracle, SQL, SQR, COBOL, Query, Application Engine, Crystal Reports, nVision and Peopletools.
3. Analyze and evaluate systems and application software and recommend needed solutions; review new applications development and maintenance projects of systems and programming staff; review programming codes and provide assistance and training as needed.
4. Review user programming requests and determine appropriate response; perform primary and preliminary systems analysis and meetings with users; meet with users to analyze, clarify and define needs to determine optimum solutions; analyze effects on existing systems.
5. Develop unit and project goals, objectives and time lines; evaluate and determine project tasks and assign work to programming and systems analyst personnel; monitor project progress and adjust staffing, resources, objectives and time lines as needed.
6. Install new releases of operating system and applications software; monitor and adjust system configurations for optimum performance, including setting on-line system parameters and configure new devices.

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7. Monitor and maintain system utilization and backups; determine system security requirements and develop and implement system security procedures.
8. Determine source of hardware and software malfunctions; diagnose and resolve malfunctions or recommend new hardware/software solutions to the Director.
9. Train, assign, supervise and evaluate the performance of assigned personnel; establish priorities of programming projects in accordance with District priority guidelines; direct the work of programming staff to meet objectives and deadlines; direct department operations in the Director's absence.
10. Provide training to programming staff to introduce new techniques, standards and software products; develop, implement and enforce programming standards.
11. Work with the Database Administrator to define database items, structures and relationships; maintain system dictionary; develop and maintain database procedures; monitor and tune database performance such as records storage accuracy and efficiency; monitor and adjust dataset capabilities.
12. Provide technical assistance to departments, users and subordinates in design of automated information systems.
13. Prepare and maintain a variety of records and reports related to department operations, including projects, personnel, computer usage, system performances and capacities and government required reports.
14. Operate a variety of computer equipment and a number of software applications.
15. Act as consultant to multiple functional areas and management in the planning and implementation of long-range information systems goals.
16. Develop programming standards and procedures, including specifications, documentation and production turnover.
17. Work in conjunction with Network and Technical Services Manager in developing plans and standards for the deployment and support of enterprise business applications.
18. Provide planning and technical support for enterprise application installation, implementation and modification projects.
19. Keep abreast of changes in application technology industry.
20. Document assignment status and apprise the Director of Information Services of problems or unexpected resource requirements.
21. Support, implement and promote compliance with District's Staff Diversity and Affirmative Action Plan in all aspects of employment and education; encourage cultural and ethnic diversity in staffing, curriculum, programs and services.
22. Participate in shared governance through service on planning and/or operations committees and task forces.
23. Provide responsible staff assistance to the Director of Information Services.
24. Perform other duties as assigned or required.

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**QUALIFICATIONS**

**Knowledge of:**

- Computer and network equipment information service operation.
- Computer programming languages, utilities, business applications and operating systems used within the District.
- Database management systems and dictionaries.
- Advanced principles and techniques of systems analysis application design and computer programming and documentation.
- Computer backup and security techniques and issues.
- Higher education administrative practices.
- Project management skills.
- Principles and practices of supervision and training.
- Principles and methods of data entry and computer operations.
- Operation, capabilities and limitations of computer equipment.
- Policies and objectives of assigned program and activities; District organization, operations, policies and objectives.
- Interpersonal and administrative skills necessary to evaluate complex business problems and to effectively communicate recommended solutions to all levels within the District.
- Proper methods of storing equipment, materials and supplies.

**Ability to:**

- Plan, organize and direct the day-to-day activities, services and operations of the Department's systems and programming staff.
- Analyze and evaluate enterprise business systems; plan and coordinate the effective utilization and customization of software and hardware to meet District needs.
- Train, supervise and evaluate assigned personnel.
- Act for the Department head in his/her absence or as required.
- Perform difficult and complex programming in the analysis of systems requirements and development of computer applications.
- Analyze user needs and develop effective systems and programs.
- Prepare and administer department budgets.
- Design, code, compile and implement structured computer programs.
- Provide technical assistance to District's system users.
- Maintain current knowledge of technological advances in the field.
- Apply principles and techniques of computer programming to specific user needs and problems.
- Analyze situations accurately and adopt effective courses of action.
- Work independently with little direction.
- Communicate effectively both orally and in writing.
- Maintain detailed records and prepare reports, proposals, policies and programs.
- Establish and maintain cooperative and effective working relationships with others.
- Provide project leadership for user department staff, vendors and other project personnel.
- Establish and meet project schedules and timelines.

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**EXPERIENCE AND EDUCATION/TRAINING GUIDELINES**

*Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be the following:*

**Experience:**

Five years of increasingly responsible information systems and programming experience including two years of administrative and supervisory responsibility.

**Education/Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science or a related field.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens, noise and electrical energy; and extensive contact with faculty and staff

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for extensive use of computer keyboard, walking, standing or sitting for prolonged periods of time; visual acuity for creating computer-generated work and to read printed materials.