



**Classification Title: Information Services Manager, Systems and Programming**

<b>Department:</b>	Information Services	<b>EEO6 Code:</b>	1
<b>Employee Group:</b>	Administrative Association (Classified Administrator)	<b>Salary Grade:</b>	69
<b>Supervision Received From:</b>	Director, Information Services	<b>Date of Origin:</b>	6/2012
<b>Supervision Given:</b>	Assigned Supervisory, Classified, hourly, and volunteer employees	<b>Last Revision:</b>	4/2024

*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 by individual positions.*

**JOB SUMMARY.**

Responsible for supervising, training, and providing direction for the systems and programming staff including hands-on technical support for the College's administrative Student/HR/Payroll/Financial software applications, integration of other systems with those applications, as well as serving the departments that utilize related software systems.

**DISTINGUISHING CHARACTERISTICS.**

Information Services Manager, Systems and Programming is responsible for planning, managing and coordinating systems and programming functions and operations District-wide. This class is distinguished from other Manager classifications in Information Services by its responsibility for managing programming staff, software developers and the Database Administrator.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.** Essential responsibilities and duties may include, but are not limited to, the following:

1. Performs full supervisory activities in accordance with relevant District policies, procedures, and applicable employee contracts/handbooks, which includes selecting and training new employees; planning, assigning, scheduling, and evaluating completed work; approving overtime/compensatory time; preparing and signing employee performance evaluations; recommending reclassifications; responding to grievances and taking appropriate disciplinary action; and performing related supervisory activities.
2. Plans, organizes, and coordinates the day-to-day activities of the systems and programming unit of the Information Services Department, including the Database Administrator; assists in directing departmental operations and serves as the acting Director in their absence.
3. Oversees, administers, and maintains applicable enterprise business application programs, including PeopleSoft, using the District's current application programming and relational database management toolset which consists of Oracle, SQL, SQR, PS Query, BI Publisher, PS nVision, and PeopleTools.
4. Oversees and participates in the installation of applications software; monitors and adjusts system configurations for optimum performance; maintains system utilization and backups; develops and implements system security procedures.
5. Provides training to programming staff on software coding and diagnostic techniques, documentation standards, and to introduce new techniques, standards and software products to meet the needs of various departments; develops, implements, and enforces programming standards.

6. Works with the Database Administrator to define database items, structures and relationships; maintains system dictionary; develops and maintains database procedures; monitors and tunes database performance such as records storage accuracy and efficiency; monitors and adjusts dataset capabilities.
7. Analyzes and evaluates systems and application software and recommends needed solutions; analyzes and reviews new applications development and maintenance projects of systems and programming staff; reviews programming codes and provides assistance and training as needed.
8. Reviews user programming requests and determines appropriate response; performs primary and preliminary systems analysis; meets with users to analyze, clarify, and define needs to determine optimum solutions; analyzes effects on existing systems.
9. Develops unit and project goals, objectives and timelines; evaluates and determines project tasks and assigns work to programming and systems analyst personnel; monitors project progress and adjusts staffing, resources, objectives and timelines as needed.
10. Provides technical assistance to departments, users and subordinates in design of automated information systems.
11. Prepares and maintains a variety of records and reports related to department operations, including projects, personnel, computer usage, system performances and capacities and government required reports.
12. Serves as a consultant to multiple functional areas and management in the planning and implementation of long-range information systems goals.
13. Develops programming standards and procedures, including specifications, documentation and production turnover.
14. Works in conjunction with the Information Services Manager, Network and Technical Services in developing plans and standards for the deployment and support of enterprise business applications.
15. Provides planning, project management and technical support for enterprise application installation, implementation and modification projects.
16. Documents assignment status and appraises the Director, Information Services of problems or unexpected resource requirements.

#### **Marginal Functions:**

1. Provides responsible staff assistance to the Director, Information Services.
2. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
3. Participates in shared governance through service on planning and/or operations committees and task forces.
4. Performs related duties and responsibilities as required.

#### **QUALIFICATIONS.**

##### **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:

**Experience:** Five years of information systems and programming experience, including two years of supervisory experience.

**Education/Training:** A bachelor's degree in computer science or a related field from an accredited institution.

**Knowledge of:**

1. Managerial principles and practices.
2. Computer and network equipment information service operations.
3. Computer programming languages, utilities, business applications and operating systems used within the District.
4. Database management systems and dictionaries.
5. Advanced principles and techniques of systems analysis application design and computer programming and documentation.
6. Computer backup and security techniques and issues.
7. Higher education administrative practices.
8. Budgeting principles and practices.
9. Project management principles and practices.
10. Principles and methods of data entry and computer operations.
11. Operation, capabilities and limitations of computer equipment.
12. Policies and objectives of assigned program and activities.
13. District organization, operations, policies and objectives.

**Skill in:**

1. Supervising, training and evaluating the work of others.
2. Utilizing a computer and related software applications.
3. Analyzing and troubleshooting difficult situations accurately and adopting an effective course of action.
4. Analyzing and evaluating enterprise business systems.
5. Planning and coordinating the effective utilization and customization of software and hardware to meet District needs.
6. Performing difficult and complex programming in the analysis of systems requirements and development of computer applications.
7. Establishing and maintaining effective working relationships with those contacted in the course of work.
8. Interpreting complex data and information.
9. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
10. Communicating clearly and concisely, both orally and in writing.
11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race, and ethnic backgrounds of community college students, faculty, and staff.
12. Mediating difficult and/or hostile situations.
13. Planning, organizing, and managing the day-to-day activities, services and operations of the Department's systems and programming staff.
14. Analyzing user needs and developing effective systems and programs.
15. Preparing and administering department budgets.
16. Designing, coding, compiling, and implementing structured computer programs.
17. Providing technical assistance to District's system users.
18. Applying principles and techniques of computer programming to specific user needs and problems.
19. Working independently with little direction.
20. Preparing and maintaining detailed records and prepare reports, proposals, policies, and programs.
21. Providing project leadership for user department staff, vendors and other project personnel.
22. Translating departmental requirements into technical specifications, database designs, and web page layouts.
23. Developing technical documentation.
24. Establishing and meeting project schedules and timelines.

**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 a computer keyboard; maintaining physical condition necessary for ambulating for extended periods of time; and visual acuity for creating computer-generated work and reading printed materials.

**TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.