



**Classification Title: Manager, Systems, Technology, and Projects**

<b>Department:</b>	Multiple	<b>EEO6 Code:</b>	1
<b>Employee Group:</b>	Administrative Association (Classified Administrator)	<b>Salary Grade:</b>	57
<b>Supervision Received From:</b>	An Assigned Administrator	<b>Date of Origin:</b>	5/2021
<b>Supervision Given:</b>	Administrative, supervisory, classified, hourly, and volunteer employees	<b>Last Revision:</b>	11/2024

*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 leading technology initiatives that lead to effective, coordinated, and efficient technology and communication solutions to support and advance institutional systems, and student enrollment, progression, and completion; improves the efficiency of institutional and student support programs through technology, including the functional analysis of web-based, mobile, and campus-based service delivery.

**DISTINGUISHING CHARACTERISTICS.**

The Manager, Systems, Technology, and Projects is distinguished from the Manager, Academic Technology in its responsibility for the oversight of technology solutions for the assigned systems and administrative support, whereas the latter class oversees the District's instructional technology systems and the District website.

**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. Leads strategic initiatives that support an effective, coordinated, and efficient technology and communications environment to support and advance student and employee success including the strategic use of third-party technology solutions.
3. In conjunction with other Information Services departments, manages the acquisition of technologies that support and advance student success of all students and institutional supports, including purchase and installation; coordinates with the Director, Information Services to ensure Districtwide guidelines, planning, and technology issues and services are utilized in the selection, implementation, and use of technology; acts as a liaison between Information Services and user departments.
4. Participates in the development and implementation of goals, objectives, policies, and priorities for assigned systems; recommends and administers policies and procedures; contributes to the development and implementation of technology-supported learning environments and professional development opportunities for District employees.
5. Prioritizes, designs, determines scope of use, and plans innovative technological solutions for the efficient and effective provision of administrative and academic support and to increase employee productivity and student

enrollment, retention, and completion.

6. Oversees, plans, implements, and maintains student success applications throughout their life cycles, including initial deployment, application releases, platform upgrades, process improvement, and decommission or replacement.
7. Develops, documents, prepares, and maintains a variety of narrative, statistical, and analytical reports relative to assigned area of responsibility.
8. Continuously evaluates business processes to determine and implement improvements and new technologies that support all users.
9. Oversees the Districtwide training of end users; develops training materials and collateral materials
10. Represents the District at local, regional, state, and national meetings or conferences relevant to the specified area of responsibility.

**When assigned to Student Systems:**

11. Oversees systems, technology, and projects designed to support the Student Information System (SIS) and all related third-party technology solutions that are associated with the SIS.

**When assigned to Administrative Systems:**

12. Oversees systems, technology, and projects designed to support the Enterprise Resource Planning System (ERP) and all related third-party technology solutions that are associated with the ERP system.

**Marginal Functions:**

1. Participates in/on a variety of committees, task forces, boards, meetings, and/or other related groups in order to receive and/or convey information.
2. Participates in shared governance through service on planning and/or operations committees and task forces.
3. 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:** Three years of experience in the acquisition, implementation, and/or maintenance of educational/student or administrative system technologies, including one year of supervisory experience.

**Education/Training:** A bachelor's degree from an accredited college or university in information technology or a related field.

**Preferred Qualification:** Related experience in an education setting.

**Knowledge of:**

1. Systems, software, and peripheral hardware used in higher education, including enterprise software.
2. Computer security principles, practices, and methodologies.
3. User account and security development and maintenance practices.
4. Troubleshooting techniques for solving technical problems related to technology.
5. Educational technology principles and practices.
6. Technology training principles and methods.

7. Software licensing practices and rules.
8. Project management principles and practices.
9. Report preparation, data collection, and presentation techniques.
10. Applicable Federal, State, and local codes, laws, and regulations.
11. Correct grammar, spelling, and punctuation.
12. Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

**Skill in:**

1. Supervising, training and directing the work of others.
2. Managing a comprehensive student services or administrative support technologies program; researching and developing new products, systems, and approaches for the use of educational technology relevant to student services.
3. Utilizing a computer and related software applications.
4. Analyzing and troubleshooting difficult situations accurately and adopting an effective courses of action using sound judgment and decision-making skills.
5. Establishing and maintaining effective working relationships with those contacted in the course of work.
6. Interpreting complex data and information.
7. Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
8. Communicating clearly and concisely, both orally and in writing.
9. 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.
10. Developing and implementing training programs and preparing related collateral materials.
11. Preparing and presenting a variety of reports.
12. Participating in the development of program/department budgets.
13. Analyzing, selecting, recommending, purchasing, and implementing technology products and services.
14. Maintaining and administering user accounts.

**WORKING CONDITIONS.**

**Environmental Conditions:**

Office and computer lab environments; exposure to computer screens; extensive contact with faculty and staff.

**Physical Conditions:**

Essential and marginal functions require maintaining physical condition necessary for ambulating and performing required duties; extensive operation of computer equipment; visual acuity to read printed materials and computer screens.

**TERMS OF EMPLOYMENT.**

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