



Classification Title: Manager, Systems and Programming

Department:	Information Services	EEO6 Code:	1
Employee Group:	Administrative Association (Classified Administrator)	Salary Grade:	69
Supervision Received From:	Director, Information Services	Date of Origin:	6/2012
Supervision Given:	Assigned Supervisory, Classified, hourly, and volunteer employees	Last Revision:	8/2026

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.

Manages, plans, coordinates, and administers day-to-day operational activities for systems and programming services; assist in and performs operations functions including planning, budget, oversight of contracts, coordinating with human resources, procurement and customer service; manages hands-on technical support for the District's administrative Student/HR/Payroll/Financial software applications and integration of other systems with those applications; coordinates department functions and activities with other division staff, faculty and administration groups that utilize related software systems; directs the migration of the District's enterprise business applications to the District's public cloud environment and the adoption of cloud-native development practices.

DISTINGUISHING CHARACTERISTICS.

The 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 administrators; and by its responsibility for managing the enterprise business applications layer, whether operating on premises, in the District's public cloud environment or as a vendor-hosted service.

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

1. Performs full management and 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, manages, coordinates, and evaluates business and support functions and activities for systems and programming services, including planning, budget, coordinating with human resources, procurement, contract administration, work planning and management, reporting, customer service and related matters; evaluates and reports on program operations and assesses program needs and improvement opportunities.
3. Participates in and oversees development and implementation of goals, objectives, policies and priorities for systems and programming services to include enterprise application and systems programming services; recommends and administers program, department, division and District policies and procedures; monitors and evaluates the efficiency and effectiveness of program/department work and procedures; recommends appropriate service and staffing levels.
4. Manages the development and tracking of the systems and programming services budget; works with the Director and other division managers throughout the budget development process in forecasting funding needs for staffing,

equipment, materials and supplies; analyzes department expenditure estimates, requests and proposals, identifies issues and concerns and advises on appropriate actions; prepares and processes budget transfers, contracts and other budget adjustments.

5. Provides leadership and accountability for the administration, configuration, integration, maintenance, and lifecycle management of the District's enterprise resource planning (ERP) system and related enterprise business applications, ensuring reliable, secure, and efficient operation across on-premises, cloud-hosted, and vendor-managed environments.
6. Directs the migration of the District's enterprise business applications, including PeopleSoft, to public cloud platforms (i.e. Amazon Web Services); plans and oversees current-state assessment, target environment design, sequencing, data migration, cutover and coexistence; establishes rollback criteria; and verifies post-migration operation, performance and reconciliation of data.
7. Manages integration architecture between the enterprise resource planning system and other District, cloud and vendor-hosted systems using application programming interfaces, integration middleware and event-driven patterns.
8. Establishes and enforces cloud-native development standards and practices, including source control and branching strategy, automated build and deployment pipelines, infrastructure as code, containerized and serverless services, event-driven design, application programming interface design, and automated testing.
9. Directs secure development practices, including secure coding standards, secrets and credential management, identity and access management for application environments, dependency and vulnerability management, and separation of duties across environments.
10. Manages data management for cloud-hosted applications, including extract, transform and load pipelines, reporting and analytics environments, data retention, and data residency and ownership provisions.
11. Oversees installation, configuration, monitoring, security, performance, backup, recovery, disaster recovery, and operational resiliency of enterprise applications across on-premises and cloud-hosted environments.
12. Manages the relationship with cloud platform and enterprise application providers, including service levels, release cadence, upgrade planning and escalation, recognizing that for vendor-managed services the timing and content of releases may be determined by the provider.
13. Develops, implements, and enforces programming and software development standards, procedures, and documentation requirements; reviews application design and source code for quality and maintainability; provides technical leadership, mentoring, and training to programming staff in software development best practices, cloud-native development, and emerging technologies.
14. Works with the database administrators to define database items, structures and relationships; develops and maintains database procedures; monitors and tunes database performance such as records storage accuracy and efficiency; monitors and adjusts dataset capabilities; oversees the use of managed cloud database services and the division of responsibility between the District and the platform provider.
15. Serves as a technical consultant to District departments and management by analyzing business requirements, recommending enterprise application solutions, assisting in the design of automated information systems, and supporting long-range information systems planning and implementation; evaluates emerging technologies, industry trends, and best practices to recommend strategies that support the District's enterprise application and information technology objectives.
16. Plans, manages, and coordinates enterprise application projects, including installation, implementation, migration, modification, resource allocation, scheduling, status reporting, issue resolution, and communication with the Director regarding project progress and resource requirements.
17. Prepares and maintains a variety of records and reports related to department operations, including projects, personnel, system usage, system performances and capacities and government required reports.

Marginal Functions:

1. Provides responsible staff assistance to the Director; acts as administrator in charge in the absence of other Information Services managers and/or the Director, assuming leadership responsibilities to ensure continuity of operations and service delivery.
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/or 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.

Preferred Qualifications:

1. Experience managing enterprise resource planning (ERP) systems, preferably PeopleSoft, in cloud-hosted environments, including planning and leading migrations from on-premises data centers to public cloud or vendor-hosted platforms.
2. Experience implementing cloud-native development and operational practices, including continuous integration and continuous deployment (CI/CD), infrastructure as code, cloud lifecycle management tools, and technical leadership supporting the transition from on-premises to cloud-based service delivery.
3. Experience supporting enterprise information systems in a higher education or other educational environment, including leading technical teams through organizational and technology change.
4. Coursework beyond the minimum qualifications in computer science, information systems, information technology management, or a related field, and/or current professional cloud certifications (such as Amazon Web Services Solutions Architect, DevOps Engineer, or equivalent certifications recognized by the District).

License and/or Certificate: Possession of a valid California Driver's License.

Knowledge of:

1. Leadership and managerial principles and practices, including selection, training, evaluating, and discipline.
2. Enterprise resource planning (ERP) systems, enterprise business applications, and information services operations, including system capabilities, deployment models, and operational requirements for on-premises, cloud-hosted, and vendor-hosted environments.
3. Systems analysis, application design, software development methodologies, programming concepts, documentation standards, and technologies used to support enterprise business applications.
4. Database management systems, managed cloud database services, data engineering principles, extract-transform-load (ETL) processes, reporting, and analytics environments.
5. Cloud computing concepts, including Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), cloud infrastructure, security, monitoring, backup and recovery, identity and access management, and the shared responsibility model for cloud-hosted services.
6. Cloud-native application architecture, software development lifecycle practices, DevOps methodologies, source control, continuous integration and deployment (CI/CD), infrastructure as code, application programming interfaces (APIs), and enterprise systems integration.

7. Enterprise application migration strategies and methodologies, including assessment, planning, sequencing, data migration, testing, cutover, coexistence, rollback, and post-implementation support.
8. Application security principles and secure software development practices, including identity and access management, secrets management, dependency and vulnerability management, and cybersecurity best practices.
9. Vendor and cloud service provider management, including service level agreements, release management, contract administration, upgrade planning, cloud cost optimization, and consumption-based service models.
10. Higher education administrative practices and the organization, policies, procedures, objectives, governance, and operational environment of a community college district.
11. Principles, practices, procedures and techniques of budget preparation, administration and maintenance including District budget development and administration policies, practices and procedures, and budgeting for consumption-based cloud services.
12. Principles, practices, methods and techniques of project management.

Skill in:

1. Leadership, supervisory and managerial principles and practices, including selection, training, evaluating and discipline.
2. Planning, organizing, and managing the day-to-day activities, services and operations of the Department's systems and programming staff.
3. Analyzing business requirements, evaluating enterprise applications, identifying technology solutions, and translating user needs into effective business processes and system functionality.
4. Directing software development activities, application design, systems analysis, programming, application integration, and technical implementation using contemporary development methodologies and cloud technologies.
5. Planning, implementing, and overseeing enterprise cloud solutions, including cloud migration, cloud-native development, DevOps practices, application integration, secure software development, and enterprise architecture.
6. Developing, administering, and monitoring technology budgets, including cloud service expenditures and resource allocation.
7. Leading a technical team through a transition from on-premise to cloud service delivery, including planning for skills transition and redeployment.
8. Analyzing complex technical and operational problems, evaluating alternatives, interpreting data, and developing effective solutions.
9. Planning, implementing, supporting, and optimizing enterprise technology solutions and providing technical consultation to District departments and system users.
10. Preparing and maintaining technical documentation, reports, policies, procedures, project records, and related materials.
11. Establishing and maintaining effective working relationships with those contacted in the course of work.
12. Interpreting, applying, and explaining applicable laws, regulations, policies, procedures, and technical standards.
13. Communicating clearly and concisely, both orally and in writing.
14. 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.
15. Mediating difficult and/or hostile situations.
16. Exercising sound independent judgment and initiative while managing multiple priorities in a dynamic technology environment.
17. Planning, organizing, directing, and coordinating complex technology projects, establishing priorities, managing resources, meeting schedules, and leading cross-functional project teams.

WORKING CONDITIONS.

Environmental Conditions:

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

Physical Conditions:

Essential and marginal functions require mental and physical fitness to perform necessary job functions with or without accommodations such as the extensive use of a computer keyboard, sitting or standing for extended periods of time, the ability to lift and carry computer related equipment, and visual acuity for creating computer-generated work and reading printed materials. Position requires travel to District and other locations. Occasional evening, weekend and holiday hours are required to support scheduled migration, cutover and release activities.

TERMS OF EMPLOYMENT.

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