

**NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT
JOB DESCRIPTION**

Job Title:	District Manager, IT Applications Support	Range: 27 (CL)	Management Schedule
Date Revised:	January 24, 2012 December 7, 2012	Date Approved:	September 1986
THIS IS A DESIGNATED CLASSIFIED MANAGEMENT POSITION SUBJECT TO A SIX-MONTH PROBATIONARY PERIOD			

PRIMARY PURPOSE

Under the direction of the District Director, Information Services, this position is responsible for a variety of administrative and supervisory duties related to the planning, implementation, management of District IT applications, the quality of services of the District IT applications support team, and related support activities.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Plans, organizes and manages the day-to-day operations of District IT applications and related support activities, including scheduling, programming and documentation; assures efficient and effective operations; provides technical assistance and guidance concerning existing and proposed applications.
2.	Plans, schedules and directs the study and analysis of systems and procedures to determine the feasibility of utilization or revision of information systems; compiles, reviews and analyzes information related to programming studies; prepares reports as required.
3.	Provides recommendations concerning the efficient and economical use of information systems for individual departments; recommends personnel and equipment required for implementation of proposed systems.
4.	Assures the development of appropriate programs in accordance with user requirements; assures that documentation provides adequate basis for maintenance and operation of systems and programs; coordinates and plans the installation of new products, software upgrades and patches.
5.	Develops and prepares the annual preliminary budgets for assigned programs; monitors and controls budget expenditures; directs the preparation and maintenance of detailed and comprehensive reports, records and files regarding programs, operations, and activities.
6.	Evaluates training and technological development needs for staff; provides staff development training and educational opportunities for personnel to maintain and upgrade technology skills.
7.	Trains, supervises, evaluates and directs the work of personnel as assigned; participates in selection and hiring processes.
8.	Plans, organizes and arranges appropriate training and staff development activities; provides orientation for new employees.
9.	Organizes, attends or chairs a variety of administrative and staff meetings as required; serves on committees and special projects as assigned; coordinates programs and services as appropriate with other District and college personnel; communicates with campus and District personnel as needed to exchange information, provide technical expertise and resolve issues.
10.	Learns and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized, and timely manner.
11.	Performs related duties as assigned.

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OTHER FUNCTIONS

WORKING RELATIONSHIPS

The District Manager, IT Applications Support maintains frequent contact with college and District administrators, instructional services personnel, District technical personnel, vendors, consultants and contractors.

EDUCATION AND EXPERIENCE

Required Qualifications

Possession of a bachelor's degree, preferably in information/computer systems or related field from a regionally accredited institution and three years of increasingly responsible experience in applications support, including one year in a supervisory capacity.

Desirable Qualifications

Possession of an advanced degree in information/computer systems, business, management or related field from a regionally accredited institution.

Experience with Enterprise Resource Planning Systems.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of District organization, operations, policies and objectives
Knowledge of performance measurements and process improvement methodologies
Knowledge of modern development environments (UML, Design Patterns, SQL, Java, Cold Fusion, etc.)
Knowledge of Enterprise Resource Planning Systems
Knowledge of web page design and e-commerce technologies
Knowledge of software Lifecycle and related activities
Knowledge of systems and software development processes
Knowledge of server and network management technologies
Knowledge of computer hardware, software, networks, and applications
Knowledge of correct English usage, grammar, spelling, punctuation and vocabulary
Ability to manage, coordinate, analyze, specify, design and develop complex technical solutions involving PCs, networks, servers, and related data and computing services
Ability to lead projects to research, install, test and maintain vendor and staff developed tools/systems
Ability to manage systems and personnel to provide production quality technical services and support
Ability to exhibit a customer service attitude
Ability to analyze customer requirements and propose effective and efficient technical solutions
Ability to keep abreast of technological changes associated with supported environments
Ability to research and propose cost effective solutions to complex problems
Ability to analyze situations accurately and adopt an effective course of action
Ability to plan, organize and prioritize work
Ability to meet schedules and time lines
Ability to work independently with little direction
Ability to understand and follow oral and written directions
Ability to communicate effectively, particularly with respect to technical issues, both orally and in writing
Ability to supervise, train and provide work direction to others
Ability to establish and maintain effective working relationships with others
Ability to make sound and reasonable decisions in accordance with laws, regulations and established procedures

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SPECIAL REQUIREMENTS

None

WORKING CONDITIONS

Office environment; subject to constant interruptions and frequent interaction with others; sitting for long periods of time (up to 2-3- hours); may require off-site duties and activities; subject to occasional lifting; exposure to electrical hazards.
