

DIRECTOR OF APPLICATION SERVICES
Full-time, 12 Month, Classified Exempt Management Position

DEFINITION:

Under the general direction of the Associate Vice President for Information Technology, provide the leadership, vision, and direction for the Application Services team within the Department of Information Technology. This team provides support for Eullician Colleague, and other related systems. The successful candidate will be a dynamic leader, excellent communicator, have demonstrable expertise in project management, and above all be customer and team focused. Manage and supervise assigned technical and support staff; work closely with stakeholders from across the College to define and implement technology enhancements and solutions Responsible for planning, implementation, and programming of applications systems, including overall design, development, integration, and maintenance; .

SUPERVISION EXERCISED:

Exercises direct supervision over professional, technical, and support staff.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Implement enterprise application projects, directing requirements definition, development, validation, and ongoing maintenance activities. Planning, developing, supervising and implementing IT projects utilizing the established project management tools and techniques;
- Fiscally responsible for Application Services actual-to-budget expenditures, adjusting expenditure patterns/trends as needed to comply with budgeted amounts. Prepare, revise, finalize and submit the annual budget forecast for the Applications Services Department and related technologies;
- Assesses institutional needs and provides analysis of computer information systems, processes and support;
- Provides guidance, leadership and mentoring to a team of Application Services professionals. Supports and develops the technical expertise needed to meet long-term business needs. Manage staff by reviewing, approving and allocating work and work assignments among staff;
- Leads and coordinates the “Colleague Coordination Team” to define and prioritize system enhancements, patches and updates;
- Develop and lead Process Improvement initiatives by participating in District user group meetings to identify areas where Application Services can assist in problem solving or recommend solutions;
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- Communicates cross-divisionally and coordinates with user and technical groups regarding applications, developing application solutions, determining system requirements and modifications of systems;
- Plans project materials, labor, timelines and objectives;
- Coordinates and tracks customer service requests;
- Establishes, monitors, and ensures compliance with system standards and applicable regulations;
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- Develops procedures, structures, and contracts for support, maintenance, and security of systems;
- Performs quality assurance at technical and procedural levels;
- Explores innovations and trends in technology for institutional applicability;
- Compiles data and performs analysis; provides written and oral reports and proposals to management;
- Maintains accurate and complete system documentation and business records;
- Serve as the primary liaison between third-party vendors, state and local regulatory and contract offices, college staff, and counterparts in other colleges;

- Coordinates and manages outside vendors, contract negotiations, licensing, maintenance contracts and service level agreements;
- Develops and documents application systems back-up and disaster recovery procedures and recourses.

OTHER JOB RELATED DUTIES:

Perform other related duties as required.

Night, weekend, and off-campus assignments may be required.

MINIMUM QUALIFICATIONS:

Knowledge of:

Eullician Colleague and related applications at an advanced functional/and or technical level; principles of project management; computer programming languages, utilities, and applications used within an educational setting; UniData/SQLServer database systems; advanced principles and techniques of systems analysis and design and computer programming and documentation; business applications; management of inter/intranet/web administration applications; system and application security requirements with an emphasis on Higher Education and Eullician systems; principles and techniques of troubleshooting and performance monitoring; product/service evaluations; methods of testing computer equipment, software and media; basic accounting; budget preparation; state and federal information collection and reporting requirements; principles of supervision, training, and performance evaluation; business processes required by California Community Colleges.

Skill in:

Strong oral and written communications, interpersonal relations, management and supervisory skills. Strong background in the management and support of applications used throughout the District including but not limited to student, financial, HR/Payroll and scheduling.

Ability to:

Ability to display tact and diplomacy when assisting customers, coworkers, consultants and vendors. Ability to thrive under pressure and manage multiple, concurrent and conflicting priorities and deadlines. Organize, prioritize, and track tasks, requests, and projects effectively; build and lead diverse, high performance teams; promote train, supervise, and evaluate staff; instruct, write, and listen effectively; interpret and resolve complex problems; establish and meet schedules and timelines; acquire and maintain current technological and regulatory knowledge; author and assemble professional documentation; maintain business records; establish, maintain, and foster positive productive and cooperative and harmonious working relationships; maintain business communications; work productively and efficiently with minimal oversight; Be sensitive to, and have an understanding of, the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college personnel and students.

EXPERIENCE AND EDUCATION GUIDELINES

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

Education: Bachelor's degree with major coursework in computer information systems and technologies, plus substantial continued education and training in the field. Master's degree preferred.

Experience: Over 10 years of progressive experience in applications support, software implementation, database and application development including web services. At least 5 years with direct project management and people management experience. Experience with managing a customer service oriented department and student information systems preferred.

Director, Business Services

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PHYSICAL CHARACTERISTICS: *Essential duties require the following physical abilities and work environment:* Safely lift and move computing and communications equipment and handle cabling media and tools up to 25 pounds; ability to work in a standard office environment; may be exposed to outdoors.