

Manager, Applications Support

FLSA Status: Exempt

Pay Grade: 27

Job Title ID: 191004

Job Series/Job Family: Information Technology Series / Applications Family

Reports To

Director, Applications Development

Job Purpose

To provide high quality and timely administrative data projects to other ACC departments and external customers; manage College-wide software development projects; consult with department directors and managers regarding the identification and prioritization of data management needs

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Manages daily operations of programming unit, provides technical expertise to staff supervised, and resolves problems escalated to the Manager level.
2. Develops work plans, goals, and objectives, and evaluates project progress in relation to programming unit activities.
3. Supports customers of administrative systems software
4. Oversees the management of online information and applications developed by ACC Information Technology department.
5. Advises and consults with departments regarding the identification of software and information infrastructure problem areas, determines procedural changes and/or application program modifications, and assists with problem resolution.
6. Manages, maintains, and monitors project plans, timelines, and testing.
7. Conducts research and analysis on the development of work plans for software enhancement and solutions to software deficiencies.
8. Supports existing programs developed by software vendors, and documents complex solution programs for application system; tests new programs, develops test data, and verifies output solutions to address user needs.
9. Assigns and monitors application programming projects to staff.
10. Directs preparation of analyses, plans, and verification procedures for computer applications.
11. Analyzes and designs the development of new projects, enhancements, and complicated software solutions.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Financial/accounting information systems, human resources, and/or student systems computer applications.
- Documenting solutions for application systems and developing test data.
- Analysis, planning, and verification procedures for computer applications.
- Design techniques and protocol in relation to new project development, enhancements, and complicated software solutions.
- Technology project management and implementation.

- Database Management Systems.
- Supervisory principles, practices, and methods.
- Administrative support of enterprise-level applications.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule and being on call 24 hours per day to resolve computer related problems.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Supporting administrative system users.
- Consulting and advising departments regarding problem identification, procedural change, application program modification, and problem resolution.
- Efficiently meeting deadlines, schedules, and target dates.
- Effectively supervising, leading, and delegating tasks and authority.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications, query and control languages, programming languages, and database systems.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is primarily performed in a standard office environment

Work Experience

Required

- Three years work experience in information technology, including one year supervisory work experience.

Preferred

- Five or more years related work experience. Ellucian/Colleague work experience, complex web application work experience within a higher education environment, and/or work experience with enterprise-level systems.

Education

Required

- Bachelor's degree in information technology, computer science, computer information systems, management information systems, or related field.

Other

Preferred

- Knowledge of major administrative or educational software applications, such as finance, human resources, or student systems.

Safety
Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.