

## SANTA CLARA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: MANAGER - APPLICATIONS SUPPORT**

#### **BASIC FUNCTION:**

Under the direction of the Director III-Technology Programs and Instructional Support, organize and direct the activities and operations of the applications support team; resolve complex application business issues; develop, implement, plan and provide customer support and training; train and evaluate the performance of assigned personnel.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Organize and direct the activities and operations of the applications support team; participate in the development and implementation of departmental policies and procedures; allocate staff resources for development and support of automated business services; evaluate, recommend and implement integrated business systems including software, applications programs and functional enhancements.

Oversee the implementation and enhancement of multiple organizational-wide information systems; resolve complex application business issues; provide technical expertise related to research, analysis, enhancement and testing of major business systems to assure proper operation and user satisfaction.

Develop, implement, plan and provide customer support and training; establish policies and procedures to assure effective training programs for customers; develop customer feedback systems to measure user satisfaction with products, services, training and support.

Manage cross functional projects; manage resource workload management, contracts and vendor relationships across multiple concurrent projects.

Establish and maintain working relationships with customers; meet with individual districts to discuss current goals, create improvement plans and provide expert advice.

Train and evaluate the performance of assigned staff; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions.

Prepare and maintain a variety of reports, records and files related to personnel and assigned activities.

Assure MIS programming and documentation standards are current and adhered to by applications support and programming staff.

Provide technical information and assistance to the Director regarding assigned functions.

Communicate with administrators, personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information.

Operate a computer and assigned software programs; operate other office and media equipment as assigned.

Attend a variety of meetings as assigned; participate on assigned committees and councils.

Assist in budget development and monitor budget allocations and related requests.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Centralized and client computing.

Database administration.

Oral and written communication skills.

Budget preparation and control.

Principles and practices of supervision and training.

Applicable laws, codes, regulations, policies and procedures.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and various business software systems.

Back-up procedures, disaster recovery and proper MIS documentation requirements.

Public speaking techniques.

**ABILITY TO:**

Organize and direct the activities and operations of the applications support team.

Resolve complex application business issues.

Develop, implement, plan and provide customer support and training.

Train and evaluate the performance of assigned staff.

Understand, interpret, apply and explain technical documentation.

Communicate effectively both orally and in writing.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Analyze situations accurately and adopt an effective course of action.

Meet schedules and time lines.

Work independently with little direction.

Plan and organize work.

Prepare records and reports related to assigned activities.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: bachelor's degree in computer science or related field and five years increasingly responsible experience in the design, development, implementation and enhancement of computer systems and programs.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Approved by Personnel Commission: June 23, 2011; revised August 20, 2014

  
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Sheila Lopez, Director  
Classified Personnel Services

August 20, 2014  
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Date