

**CLASS SPECIFICATION**  
**Applications Development Manager**

FLSA Status/Class: Exempt  
EEOC Job Category: Officials and Administrators  
Union Representation: Unrepresented

**GENERAL PURPOSE**

Under direction, plans, organizes, manages and directs the work of professional information technology staff engaged in providing applications development, maintenance and support to District business areas, managers and staff; consults with managers and staff to determine needs and develop applications solutions and other technology tools; serves as project manager for major software development, implementation and/or conversion projects; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Applications Development Manager manages and directs the activities of an applications development and systems programming section of professional staff, serves as technical resource and works with staff to deliver enterprise technology services to meet the needs of District departments and business areas for achievement of their academic, business, operational, service and productivity objectives. The incumbent is responsible for ensuring the effective planning and completion of multiple software projects of varying size and scope to meet business area requirements. The incumbent plans, manages and directs project and section activities, including monitoring budgets, developing schedules and assigning resources to most effectively meet priority needs. The incumbent is expected to exercise sound independent judgment in managing the delivery of high quality, customer-focused products and services, efficiently and cost-effectively.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, manages and evaluates the work of the applications development and systems programming section of the Academic Computing and Information Technology (ACIT) department; with subordinate staff, participates in establishing operational plans and initiatives to meet division goals and objectives; implements division plans, work programs, processes, procedures and policies required to achieve overall division performance results; coordinates and integrates functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual technology budget.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address

performance deficiencies, subject to management concurrence, in accordance with the District's classified human resources policies and procedures and labor contract provisions.

3. Provides leadership and works with staff to develop and maintain a high performance, customer service-oriented work environment that supports achieving the District's mission, strategic goals and core values.
4. Manages the design, development and implementation of applications projects and other technology solutions; serves as project manager for large scale, enterprise software development, upgrade and enhancement projects; reviews and approves project scope of work, detailed project plans, milestones and deadlines; oversees the design, development, programming, testing and implementation of new applications or application enhancements; monitors project progress and prepares status reports; reviews and acts on project change requests; reviews test results and approves deliverables; integrates new projects into overall work plans; coordinates, prioritizes and integrates work on multiple projects; manages project completion to ensure accountability for results.
5. Troubleshoots operational and systems issues ranging from moderately difficult to highly complex; identifies and resolves or manages the resolution of problems ranging from incorrect data to business processes that are inconsistent with complex enterprise software interdependencies; oversees the installation of software patches and fixes.
6. Plans, designs, analyzes and monitors enterprise applications databases; plans, organizes and executes the migration and conversion of data; ensures the integrity and security of data.
7. Administers application level security protocols; assigns roles and permissions.
8. Leads, coordinates and participates in meetings and other activities with business areas, power users and other ACIT sections to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to business areas and users as needed.
9. Collaborates with other ACIT staff to develop and implement technology standards, policies and procedures.
10. Manages and oversees the development of systems and user documentation; supervises, oversees and may participate in customer training.
11. Participates in maintaining current, up-to-date disaster recovery plans.

#### **OTHER DUTIES**

1. Designs and creates processes to facilitate reporting to outside agencies; coordinates, prepares, submits, analyzes results and resolves issues in District MIS reports to the Chancellor's Office.
2. Works with vendor software and hardware products to identify and design required interfaces.
3. Keeps abreast of advancements and emerging trends in information system and computing technologies and their capabilities.

## QUALIFICATIONS

### **Knowledge of:**

1. Principles, practices and techniques of information systems management, including applications design, hardware and software options for administrative, business and academic functions and the cost-benefit of systems alternatives.
2. The Systems Development Life Cycle.
3. Principles and methods of systems analysis.
4. Applications design principles and development methodologies and tools.
5. Programming theory and programming languages used in District enterprise and other applications.
6. Operating system capabilities and constraints applicable to enterprise information systems and platform operating systems.
7. Database management systems and software, including architectures, diagnostic tools, commands and utilities.
8. Network architecture and design concepts, including topologies, protocols, configuration, and connectivity testing and troubleshooting issues as they affect applications design.
9. Systems integration design concepts as they relate to applications design and development.
10. Principles and practices of sound business communication.
11. Principles, practices and methods of project management as they apply to information technology projects.
12. Principles and practices of effective management and supervision.
13. District classified human resources policies and procedures and labor contract provisions.

### **Ability to:**

1. Plan, organize, integrate and manage a broad range of complex applications development, upgrade, administration and maintenance activities.
2. Establish and maintain project and production schedules and balance responsibilities for multiple projects to ensure timely, high-quality results.
3. Identify information and technology management issues and opportunities, analyze complex problems and alternatives and develop sound conclusions and recommendations.
4. Assess customer needs, set priorities and allocate resources to most effectively meet needs in a timely manner.

5. Develop and implement appropriate procedures and controls.
6. Develop and maintain effective client relationships with District business area managers, power users and other staff.
7. Perform business process analyses and reach sound, logical conclusions regarding user needs and business requirements.
8. Understand and apply functional requirements to the development of systems proposals, specifications and recommendations for cost effective information systems and technology solutions.
9. Communicate clearly and effectively to diverse audiences of technical and non-technical personnel, both orally and in writing.
10. Prepare clear, concise and accurate proposals, contracts, reports, correspondence and other technical written materials.
11. Read, interpret, explain and apply technical information on business processes, software and hardware for technical and non-technical users.
12. Exercise sound expert independent judgment within general policy guidelines.
13. Keep technical skills current to meet continuing work responsibilities.
14. Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.
15. Establish and maintain highly effective working relationships with District business area managers, power and other users, consultants, vendors and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in information systems, information technology or a closely related field; and at least six years of progressively responsible experience in the design and development of information systems, at least two of which were at a project management or supervisory level; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

## **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; observe and interpret people and situations; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with District business area managers, power and other users, consultants, vendors and others encountered in the course of work.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.