

CLASS SPECIFICATION
Director, Applications Development and Support

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

GENERAL PURPOSE

Under policy direction, plans, organizes and manages the administrative applications and support division of the Academic Computing and Information Technology (ACIT) department to provide sophisticated and effective applications and other technology solutions that support achievement of District strategies and objectives; provides expert professional assistance and internal consulting on the design and development of technology solutions and business process improvements; participates in establishing plans for the strategic direction of information technology and in developing long- and short-term plans and initiatives for their attainment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for managing the functions and activities of the administrative applications and support division of the Academic Computing and Information Technology department which provides District-wide technology services to support achievement of campus strategic goals and educational and fiscal policies through cost-effective technology solutions. The incumbent consults with executive staff and committees, business areas, vendors, consultants and staff in the development of technology solutions and business process improvements to meet administrative, business and operational requirements. The incumbent works with other ACIT managers and staff in developing long-term technology strategies, policies, standards and customer service level objectives for the department. Work requires a broad understanding of the application of information technology solutions in an environment of complex academic and administrative interdependencies. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

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 administrative applications and support division of the ACIT department; with subordinate managers and staff, participates in establishing operational plans and initiatives to meet department goals and objectives; implements departmental plans, work programs, processes, procedures and policies required to achieve overall department performance results; coordinates and integrates department functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual departmental budget.

2. Plans and evaluates the performance of managers, supervisors and 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 managers, supervisors and staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training and day-to-day management practices that support the District's mission, strategic goals and core values.
4. In collaboration with members of executive management and business area managers, participates in the development and implementation of technology strategic and business plans, goals and objectives; leads and directs division staff in the development and application of new processes and technologies to achieve higher efficiency, productivity and customer service in business processes.
5. Manages the design, development, upgrade, enhancement and maintenance of enterprise applications, other software and varied technology solutions that support District academic, business, operating, customer service and decision making requirements and enable the District to achieve long-term organizational objectives for innovation, service, support and security; oversees and approves system development and implementation projects to ensure cost-effective solutions for administrative, business and operating problems; approves project scope, plans, budgets and timelines; regularly monitors project status and performance metrics to ensure results consistent with expectations and the timely resolution of problems and conflicts.
6. Confers with District executives, committees, deans, vice presidents, business area managers and major system users regarding current and anticipated information systems requirements and the feasibility of alternative conceptual approaches to meeting requirements; works with District executives, managers and the Technology Planning Committee to prioritize systems development and enhancement requests.
7. Directs, plans and coordinates systems design and development and the installation, implementation and conversion to new applications and hardware; consults with manufacturers' representatives to define equipment needs for technology solutions; performs analyses and presents proposals for major purchases of hardware and software; recommends the selection of vendors and consultants; negotiates with vendors for the purchase of software and specialized hardware; administers contracts and ensures conformance with contract terms and conditions.
8. Meets with business area customers to review current and future applications development and enhancement needs and to stay abreast of their business and operating requirements; coordinates information technology activities with other departments and areas to optimize performance and use of installed systems in meeting customer needs; consults with users and provides technical recommendations for campus business applications.
9. Provides expert technical information, guidance and consulting support to executives, department managers and areas as needed; participates in the development of IT policies and standards; manages

and oversees the work of business systems analysts engaged in analyzing and recommending business process improvements to integrate with technology solutions and enhancements.

10. Directs and oversees the design, development and administration of enterprise and applications database environments, servers and processes; oversees development of data architectures and data management standards; oversees the development, implementation and enforcement of security protocols and practices; manages and oversees the development of data warehousing and data mining capabilities and solutions.

OTHER DUTIES

1. Directs the development, updating and maintenance of the District's website; with web support staff, develops web standards and features; oversees implementation of website applications and ensures its on-going functionality.
2. Leads and/or participates in cross-departmental business process analyses; assesses and reports on campus operational issues, policies and procedures.
3. Keeps abreast of advancements in information system and computing technologies and their capabilities; evaluates applicability to District needs and requirements.
4. Acts for the Director, ACIT in that individual's absence.

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 and business process analysis.
4. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
5. Applications design principles and development methodologies and tools.
6. Programming theory and programming languages used in District enterprise and other applications.
7. Operating system capabilities and constraints applicable to enterprise information systems and platform operating systems.
8. Data management systems and software, including data architectures and standards, data warehouse concepts and data mining tools and techniques.
9. Network architecture and design concepts, including topologies, protocols, configuration, and connectivity testing and troubleshooting issues as they affect applications design.

10. Systems integration design concepts as they relate to applications design and development.
11. Principles, practices and methods of project management as they apply to information technology projects.
12. Principles and practices of public administration, including budgeting, purchasing, contract administration and maintenance of public records.
13. Principles and practices of sound business communication.
14. Principles and practices of effective management and supervision.
15. District classified human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, organize, manage, coordinate and integrate the work of a division engaged in a broad range of complex applications development, enhancement and maintenance activities, including data and systems management and administration.
2. Define complex technology management, budget and strategic planning issues, perform difficult analyses, evaluate alternatives and develop sound conclusions and recommendations.
3. Apply and enforce sound project management processes and establish appropriate procedures and controls.
4. Assess user needs, set priorities and allocate resources to most effectively meet needs in a timely manner.
5. Understand, interpret, explain and apply federal, state and local policy, law, regulations and court decisions applicable to areas of responsibility.
6. Present proposals and recommendations clearly, logically and persuasively in a variety of setting.
7. Represent the District effectively in negotiations and other dealings on a variety of difficult, complex, sensitive and confidential issues.
8. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
9. Exercise sound, expert independent judgment within general policy guidelines.
10. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
11. Establish and maintain effective working relationships with executives, deans, vice presidents, business area managers, system users, consultants, vendors, staff 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 college or university with a major in computer science, management information systems or a closely

related field; and at least seven years of progressively responsible experience in the design and development of information systems, preferably involving enterprise applications similar to those used in the District, at least three of which were at a project management or management 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 District'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. The employee occasionally lifts up to 25 pounds.

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 incumbent 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 executives, deans, vice presidents, business area managers, system users, consultants, vendors, staff and others encountered in the course of work, some of whom are upset or dissatisfied.

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.